

File No.: 04-1000-20-2018-034

May 23, 2018

| s.22(1) | |
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| Dear 5.22(1) | |

Re: Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")

I am responding to your request of January 17, 2018 for:

All records relating to maintenance of the sidewalk and bike rack located at the northwest corner of the intersection of Georgia Street and Burrard Street:

- Copies of all documents relating to 1025 West Georgia, including but not limited to any street complaint reports from January 1, 2012 to January 17, 2018;
- 2. Any City Engineering service records from January 1, 2015 to January 17, 2018;
- 3. Street lanes condition field survey summaries from January 1, 2015 to January 17, 2018;
- 4. Any service log and daily crew reports with regard to 1025 West Georgia from January 1, 2012 to January 17, 2018;
- Name and contact information of any workers who removed the old bike rack, or installed the new bike rack, or who removed the protruding bolt;
- 6. Any invoices and/or reports relating to each of these work tasks; and
- 7. A copy of all documents relating to the sidewalk inspection and maintenance program of the City of Vancouver.

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.15(1)(l) and s.22(1) of the Act. You can read or download these sections here:

http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00

Please note that some information in the records has been redacted under "Not Responsive" as it did not pertain to the location specified in your above request.

Under section 52 of the Act you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your request. The Act allows you 30 business days from the date you receive this notice to request a review by writing to: Office of the Information & Privacy Commissioner, <u>info@oipc.bc.ca</u> or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (#04-1000-20-2018-034); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact the Freedom of Information Office at <u>foi@vancouver.ca</u> if you have any questions.

Yours truly,

Barbara J. Van Fraassen, BA Director, Access to Information & Privacy

<u>Barbara.vanfraassen@vancouver.ca</u> 453 W. 12th Avenue Vancouver BC V5Y 1V4

*If you have any questions, please email us at <u>foi@vancouver.ca</u> and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

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Wagon Location National Yard



Streets Operations Daily Crew Report Rev.

| Work order # and Hours Crew # 22 K worder 1 2 3 4 5 Field Supervisor Wojcik 604-690-5694 (signed) Not Responsive Not Responsive Not Responsive Superintendent Ron Borger (signed) Not Responsive Not Responsive Not Responsive Hours of Work T AM - 3* PM Not Responsive Not Responsive Emp # Employee Equip # Activity A/Abs Stat Pay Scale Prem S.22(1) C. Wojcik C1140 6000 3 Image: Colored biology Image: Colored biology | 6 |
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| BREAKER, NON-ERGO, AIR, 90# | V21835 | 4 | 1 | | - | 1 |
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| COMPACTION, RAMMER, PORT, GAS, MEDIUM | V31205 | 4 | | | | |
| COMPRESSOR, TRAILER, 185 CFM | B2235 | 4 | | | - | - |
| CONCRETE, SCREED, GAS, 36" DRILL, HAMMER, ELEC | V21569 V22610 | 0 | | | - | - |
| GENERATOR, PORT, GAS, 3.0KW, 120V, 1PHASE | V11646 | 8 | | | - | - |
| GENERATOR, PORT, GAS, 3.0KW, 120V, 1PHASE | V21381 | 8 | ł | | - | - |
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| SAW, CUT-OFF, HANDHELD, GAS, MEDIUM, 16" TOOLS, POWDER ACTUATED FASTENING SYSTEM | V12716 V12613 | 4 | | | - | - |
| Traffic Control | Ansan Ind. LTD | 1 | 1 | | - | - |
| TRAILER, CARGO/WAREHOUSE, HEAVY TOOL, | A2604 | 1 | ł | | - | - |
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Wagon Location National Yard

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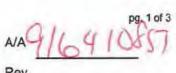
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| Superintendent Ron Borger | KD | _ | 10 | 50 | 6 | | |
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| BREAKER, NON-ERGO, AIR, 90# | V21835 | | 1 | | | | |
| COMPACTION, PLATE, NON-REV, VIBRATING, GAS, LIGHT | V21990 | | | | | | |
| COMPACTION, RAMMER, PORT, GAS, MEDIUM | V31205 | | 1 | | | | |
| COMPRESSOR, TRAILER, 185 CFM | B2235 | _ | - | | | | |
| CONCRETE, SCREED, GAS, 36" | V21569 | - 88 | _ | | | | _ |
| DRILL, HAMMER, ELEC | V22610 | - | _ | _ | _ | | _ |
| GENERATOR, PORT, GAS, 3.0KW, 120V, 1PHASE | V11646 | - | - | | | | - |
| GENERATOR, PORT, GAS, 3.0KW, 120V, 1PHASE | V21381 | - | | | - | | |
| Lane Closure Truck (Ansan) PUMP, DRAIN, SUB, CENTR, PORT, ELEC, 2", 120V, | Ansan Ind. LTD 2 V21913 | - | - | - | 5 | | - |
| 1PHASE SAW, CUT-OFF, HANDHELD, GAS, MEDIUM, 16" | V12716 | | | | - | | - |
| SAW, COT-OFF, HANDHELD, GAS, MEDIOM, 18 SKIL SAW, CORDLESS | X-ST2003 | - | - | 1 | - | | |
| TOOLS, POWDER ACTUATED FASTENING SYSTEM | V12613 | | - | | - | | |
| Traffic Control | Ansan Ind. LTD | | 100 | > | 155 | | 1 |
| TRAILER, CARGO/WAREHOUSE, HEAVY TOOL, TANDEM AXLE | A2604 | | | - | | | |
| TRAILER, OFFICE/WORK, 6-11 MAN | A2730 | | | | | | |
| TRUCK, DUMP, 1 YARD | B1263 | | 2 | S | 2 | | |
| TRUCK, DUMP, 1 YARD | C1284 | | 1 | 1 | 2 | | |
| TRUCK, DUMP, 3 YARD | B1163 | | | | 1 | | |
| TRUCK, PICKUP, LIGHT | C1140 | | 1 | | 5 | | |
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Wagon Location National Yard



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Streets Operations Daily Crew Report Rev.

| | June 12, 2015 | | | | | | | Work | order | # and | Hours | 5 |
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| Superin | tendent Ron Dor | 961 | 5 | 2 | (signed) | | 3 | | | | | |
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| | T. Johnson | B1163 | - | 6000 | | | 4 | | | | | - |
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| June 12, 2015 Location 1 | Crew # | 22Field Supervisor | Wojcik Material | Superintendent Amount | Ron Borger Comments | pg. 2 of 3 |
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| Field Supervisor Wojcik | OR (signed) | 4526 | | |
| Superintendent Ron Borger | K-bl | 3 | | |
| June 12, 2015 | (signed) | EER | | |
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| COMPACTION, RAMMER, PORT, GAS, MEDIUM | V31205 | 8 | | |
| COMPRESSOR, TRAILER, 185 CFM | B2235 | 8 | 82 | |
| CONCRETE, SCREED, GAS, 36" | V21569 | 8 | | |
| DRILL, HAMMER, ELEC | V22610 | 8 | | |
| GENERATOR, PORT, GAS, 3.0KW, 120V, 1PHASE | V11646 | 1 | | |
| GENERATOR, PORT, GAS, 3.0KW, 120V, 1PHASE | V21381 | 8 | | |
| Lane Closure Truck (Ansan) | Ansan Ind. LTD 2 | 1 | | |
| PUMP, DRAIN, SUB, CENTR, PORT, ELEC, 2", 120V, 1PHASE | V21913 | 1 | | |
| SAW, CUT-OFF, HANDHELD, GAS, MEDIUM, 16" | V12716 | 8 | | |
| SKIL SAW, CORDLESS | X-ST2003 | 8 | | |
| TOOLS, POWDER ACTUATED FASTENING SYSTEM | V12613 | | | |
| Traffic Control | Ansan Ind. LTD | 1 | | |
| TRAILER, CARGO/WAREHOUSE, HEAVY TOOL, | A2604 | 1 | | |
| | A2730 | | | |
| TRAILER, OFFICE/WORK, 6-11 MAN TRUCK, DUMP, 1 YARD | B1263 | 1 | | |
| TRUCK, DUMP, 1 YARD | C1284 | 4 | | |
| TRUCK, DUMP, 3 YARD | B1163 | 4 | | |
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| L. Dematos | 1 | PX27 | 6210 | _ | 5 | | _ |
| R. Dahl | | PX27 | 6200 | | | | - |
| R. Williams | A5551 | PX404 | | _ | | | |
| R. Winams | A0001 | PA404 | 6200 | | H | - | - |
| S. Begg | 2203. | PX23 | 6210 | | | | |
| S. Buday | C1268 | PX74 | / | | | + | - |
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| J. Keats | | PX74 | 6210 | | | | |
| R. Libera | C1143 | PX105 | 6210 | | 3 | | |
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| J. Blackmore | 1 | PX27 | 6200 | - | - | + | - |
| F. Vincenzi | | PX105 | 6210 | | | | |
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| n safety when Departing Loca nage Used: ivity Code sation 5 | | Dump: L Dump: L Snow Fence Tape Units Completed Material A | ocation: Barricade | Ramps F Measurement Comments | By: (Initia |
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| Crew # 30 | MAT | nsive | ansive |
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| Field Supervisor Williams | isigned | r X | 8 |
| Superintendent Doug Moore | of MMonl | 2 | 1 |
| June 04, 2016 | (signed) | | k |
| | | | ansive c |
| Equipment Name | Equipment ID | ig Hr | |
| REAKER, ERGO, AIR, 60# | V21272 | 3 | |
| REAKER, ERGO, AIR, 90# | V20832 | 3 | |
| OMPACTION, ROLLER, SINGLE DRUM, VIB, REV, VLK BHD GAS, 28" | C2290 | 3 | |
| OMPACTION, ROLLER, SINGLE DRUM, VIB, REV, VLK BHD GAS, 28" | D2212 | 3 | |
| OMPACTION, ROLLER, SINGLE DRUM, VIB, REV, /LK BHD GAS, 28" | E2280 | 3 | |
| OMPACTION, ROLLER, SINGLE DRUM, VIB, REV, /LK BHD GAS, 28" | E2281 | 3 | |
| OMPACTION, ROLLER, SINGLE DRUM, VIB, REV, VLK BHD GAS, 28" | E2286 | 3 | |
| OMPACTION, ROLLER, SINGLE DRUM, VIB, REV, VLK BHD GAS, 28" | e2287 | 3 | |
| COMPRESSOR, TRAILER, 185 CFM | C2222 | 3 | |
| AVING, PAVER, RUBBER | C2245 - IDLE | | |
| AVING, PAVER, RUBBER | C2247 - I.D/E | | |
| AVING, PAVER, TRACK | A2244 - 6 DEE | | |
| AVING, ROLLER VIBRATING, TANDEM, 1-2.99 TON | D2289 | | |
| AVING, ROLLER VIBRATING, TANDEM, 6-10.99 TON | C2105 - [DLE | | |
| AVING, ROLLER VIBRATING, TANDEM, 6-10.99 TON | C2205 - IDLE | | |
| AVING, ROLLER VIBRATING, TANDEM, 6-10.99 TON | C2240 - IDLE | | |
| AVING, ROLLER VIBRATING/COMBO, 1-4.99 TON | C2203 | | 1 |
| AVING, ROLLER, RUBBER TIRE, 20 TON | C2200 - INLE | | |
| AVING, ROLLER, RUBBER TIRE, 20 TON | C2201 - INLE | | |
| PAVING, SPRAYER, EMULSION | C3200 - I DKF | | |
| RAILER, FLAT DECK, TANDEM AXLE | A2716 | | |
| RAILER, OFFICE/WORK, 6-11 MAN | A2729 | 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| RAILER, TILT, TANDEM AXLE | C2160 - LDLE | | |
| IRUCK, DUMP, 1 YARD | B1264 | | 2 |
| IRUCK, DUMP, 1 YARD | B1266 | | |
| TRUCK, DUMP, 1 YARD | C1268 | 17 | |
| IRUCK, DUMP, 1 YARD | D1283 | | |
| TRUCK, PICKUP, LIGHT | A5551 | | ź |
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| | bervisor Williams | | 1 | 41 | (signed) | | Consive | | | |
| rinte | endent Doug Mod | bre | | | MONE | | C | | | |
| e of | Work | 9 2 AM - 53 | PM | | (signed) | | EER-HST | | | |
| 501 | Employee | Equip # | Activity | A/Abs Stat | Pay Scale Group | Prem | ER | | 1.1 | |
| _ | L. Dematos | C2245 | Type PX27 | Code | Group | Code | | - | - | |
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| i | R. Dahl | | PX27 | 6200 | | | | | | |
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| | R. Williams | A5551 | PX404 | 67.00 | | | 4 | - | | |
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| | S. Begg | C2105 | PX23 | 6210 | | | 3 | | | |
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| | S. Buday | C1268 | PX74 | 6200 | | | | | | |
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| - | J. Blackmore | | PX27 | 1 | - | - | - | - | - | - |
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Crew # 30 Field Supervisor Williams

Superintendent Doug Moore

June 05, 2016

igne ne (signed)

| June 05, 2018 | (signed) | | |
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| Equipment Name | Equipment ID | Runni | |
| BREAKER, ERGO, AIR, 60# | V21272 | 4 | |
| BREAKER, ERGO, AIR, 90# | V20832 | 4 | |
| COMPACTION, ROLLER, SINGLE DRUM, VIB, REV, WLK BHD GAS, 28" | C2290 | 4 | |
| COMPACTION, ROLLER, SINGLE DRUM, VIB, REV, WLK BHD GAS, 28" | D2212 | 4 | |
| COMPACTION, ROLLER, SINGLE DRUM, VIB, REV, WLK BHD GAS, 28" | E2280 | 4 | |
| COMPACTION, ROLLER, SINGLE DRUM, VIB, REV, WLK BHD GAS, 28" | E2281 | 4 | |
| COMPACTION, ROLLER, SINGLE DRUM, VIB, REV, WLK BHD GAS, 28" | E2286 | 4 | |
| COMPACTION, ROLLER, SINGLE DRUM, VIB, REV, WLK BHD GAS, 28" | e2287 | 4 | |
| COMPRESSOR, TRAILER, 185 CFM | C2222 | 4. | |
| PAVING, PAVER, RUBBER | C2245 - FDLE | | |
| PAVING, PAVER, RUBBER | C2247 - INCE | | |
| PAVING, PAVER, TRACK | A2244 - 1015 | | |
| PAVING, ROLLER VIBRATING, TANDEM, 1-2.99 TON | D2289 | 3 | |
| PAVING, ROLLER VIBRATING, TANDEM, 6-10.99 TON | C2105 - IDLE | | |
| PAVING, ROLLER VIBRATING, TANDEM, 6-10.99 TON | C2205 - TALF | | |
| PAVING, ROLLER VIBRATING, TANDEM, 6-10.99 TON | C2240 TOLE | | |
| PAVING, ROLLER VIBRATING/COMBO, 1-4.99 TON | C2203 | 1 | F |
| PAVING, ROLLER, RUBBER TIRE, 20 TON | C2200 - INKE | | t |
| PAVING, SPRAYER, EMULSION | C3200 - [D/F | | t |
| TRAILER, FLAT DECK, TANDEM AXLE | A2716 | 1 | t |
| TRAILER, OFFICE/WORK, 6-11 MAN | A2729 | 1 | t |
| TRAILER, TILT, TANDEM AXLE | C2160 - INLE | | t |
| TRUCK, DUMP, 1 YARD | B1264 | | t |
| TRUCK, DUMP, 1 YARD | B1266 | | t |
| TRUCK, DUMP, 1 YARD | C1268 | | t |
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| Id Su | pervisor Williams | 604-690-7260 | 1 | 1 | (signed) | | 16 | Not Resp | | | | |
| perin | tendent Doug Mod | ore | K | 14 | on | _ | 526 | onsiv | | | | |
| urs o | f Work | 30/ AM - 5 | (signed) PM | | | | | e | | | | |
| np# | Employee | Equip # | Activity Type | A/Abs Stat Code | Pay Scale Group | Prem Code | EER-H | | | | 6 | |
| 2(1) | L. Dematos | C2247 | PX27 | 6210 | 1 | OH | 00- | | | | | |
| | R. Dahl | 2201 | PX27 | | - | | 0 | | _ | | | |
| | n. Dan | 2201 | 1721 | 6200 | | | B | | - | | | - |
| | R. Williams | A5551 | PX404 | 6200 | / | | . 8 - | | - | | - | |
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| | R. Baldasso | B1264 | PX74 | 6200 | / | | , 8 | | | | | |
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| | H. MacDonald | A5548 | PX33 | 6200 | - | | 8 | | | | | |
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| | K. Campbell | C2105 | PX35 | 6200 | | - | 18 | | _ | | | _ |
| | F. Dailly | B1266 | PX74 | 1200 | / | - | 8 | | - | - | - | _ |
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| | J. Keats | | PX74 | 6210 | / | | 8 | | | | | |
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| | R. Libera | 1143 | PX105 | 6210 | / | | 8 | | - | | | |
| | J. Blackmore | | Dian | 1010 | GR 340 | | 8 | | - | - | | |
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| Superint | tendent Frank Me | zzomo | | 1 | | | | | 738 | | |
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| September 25, 2015 | Crew # | 67Field Supervisor | Gleason | Superintendent | Frank Mezzomo | 1.00 | pg. 2 of 2 |
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| Field Supervisor D'Am | ato 604-690-5592 | | 1- | (signed) | | 5 | Not Responsive | | - | |
| Superintendent Ron H | lamilton | 1 | 1 | | | 50 | responsive | | | |
| Hours of Work | 7:00 AM. 3 | 170PM | | (signed) | | ERULASS. | | | | |
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Date: August 3, 2012

Streets Operations Daily Crew Report

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| CITY OF VANCOUVER | ENGIN | EERING DAILY TAILGATE | TALK |
|---|--|------------------------------------|---------------|
| DATE 08/03/12 | | SITE SUPERVISOR | |
| LOCATION 1/anio | | SIGNATURE | |
| ROUTINE WORK ACTIVITY | (Y)N | CREW | |
| | | | |
| CONDITIONS Temp: | | Clear Overcast Rain Snow | Windy |
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| SAFETY ISSUES | | UTILITIES | |
| Traffic Plan Discussed: | Y_N | BC One Call report on site | Y N |
| Pedestrian Concerns: | ¥ N | Gas plans on site | Y N |
| Cyclist Concerns: | Y N | Gas Main/Service | Y N |
| PPE Safety Vest , Hard Hat, Protective Eye Wear | YN | High Pressure Line | Y N |
| Respiratory Hazards, Asbestos, Silica Other: | YN | Electrical | Y_N |
| Confined Space Entry | YN | Gas/ Electrical Inspector Required | YN |
| Confined Space Permit Complete | YN | Street Lighting | Y N |
| Mobile listening device policy (Cell Phones) | YN | Telephone Ducts | Y N |
| Other | | Fibre Optics | YN |
| I | | Water main | Y N |
| First Aid Attendant: | | Other | |
| ~ Level requried on site: | 1 2 | | |
| EXCAVATION | | OVERHEAD HAZARDS | |
| Underground Hazards | Y N | Trolley Lines | Y N |
| Soil Condition | Y N | Electrical | Y N |
| Other | | Street Lighting | Y N |
| | •••••• | Other | |
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| Safe digging procedures discussed with: | | Utility Marks Confirmed | |
| City Operator(s) | YN | Marks identified and clear | YN |
| Hired Operator(s) | YN | Marks match utility plans | YN |
| Mechanical Excavating Record Required | YN | Other | - Consta |
| Padman Swamper Required | YN | | •••••• |
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| Hired Equipment Oper | rators (includii | ng all consaws, hired backho | es, trucks, etc.) |
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| Date: | September 18 | | | ts Op | erations Da | | eport | | | |
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| Crew # | 75 | | | 2 | 111 | | 1 2 | 3 | 4 | 5 |
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| Emp # | Employee | Equip # | | A/Abs Stat Code | Pay Scale Pr Group C | em. | | / | / / | / |
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| SAFETY ISSUES | | | UTILITIES | | C. Alakara |
| Traffic Plan Discussed: | Y | N | BC One Call report on site | Y, | N |
| Pedestrian Concerns: | 1- | N | Gas plans on site | Ŷ | N |
| Cyclist Concerns: PPE Safety Vest , Hard Hat, Protective Eye Wear | 1 | N N | Gas Main/Service High Pressure Line | Ŷ | N N |
| Respiratory Hazards, Asbestos, Silica Other: | Ŷ | N | Electrical | v | N |
| Confined Space Entry | Ŷ | N | Gas/ Electrical Inspector Reguired | Ŷ | N |
| Confined Space Permit Complete | Ŷ | N | Street Lighting | Ŷ | N |
| Mobile listening device policy (Cell Phones) | Y | z z z z | Telephone Duets | Ŷ | N |
| Other | | / | Fibre Optics | Y | N |
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| Safe digging procedures discussed with: | | | Utility Marks Confirmed | | 1. A. S. M. |
| City Operator(s) | Y | N | Marks identified and clear | Y | N |
| Hired Operator(s) | Y | N | Marks match utility plans | Y | N |
| Mechanical Excavating Record Required | Ŷ | N | Other | | |
| Padman Swamper Required | ¥ | N | | ••••• | |
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| | March 26, 2014 | | -1 | 11 | 11_ | | | Work o | order | # and | Hours | |
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| Field Su | pervisor Fleming | 604-690-4594 | | 16 | (signed) | | 2 | Respo | | | - | 1 |
| Superint | tendent Bill Vista | unet | he | UL | aussil | | 2 | nsive | | | | |
| | | | 7 | | (signed) | | Y | | | | | |
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| Crew # | 502 | | 1 | SI. | | | 1 | 2 | 3 | 4 | 5 | 6 | 16- |
| Field Su | pervisor McMilla | n 604-690-4422 | - | 1 | (signed) | | - | | | | | | 10- |
| Superin | tendent Ken Bro | own | Æ | A | | | 3 | | | | | | |
| | | | | | (signed) | | 50395 | | | | | | |
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| s.22(1) | F. Dailly | A1244 | Type | 6000 | Group | Cole | 8 | | | - | | | |
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| SAW, C | UT-OFF, HANDHELD | , GAS, MEDIUM, 16" | V31336 | | COLUMN ST | - | 8 | | | | | | |
| TRUCK, | DUMP, 1 YARD | | A1244 | | | | 8 | $\gamma \sim 1$ | | | | | |
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| February 05, 2015 | | 502Field Supervisor | McMillan | Superintendent | Ken Brown | |
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| | November 03 | 3, 2015 | | ~ | | | | Work | order | # and | Hours | 5 |
| Crew # | 502 | | A | ōdi. | | | 1 | 2 | 3 | 4 | 5 | 6 |
| Field SL | pervisor McN | lillan 604-690-4422 | | | (signed) | | 15 | 1 | | 1.1 | | |
| Superin | tendent Ken | Brown | E | A | | | 5603342 | | | | | |
| | | | | 15 | (signed) | | 20 | | | | | |
| Hours o | f Work | 7:00 AM - 3 | - SO PN | 1 | al and a second | | 2 | | | | | |
| Emp# | Employee | | Activity Type | A/Abs Stat Code | Pay Scale Group | Prem | EER | | | | | Ľ . |
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| | DUMP, 1 YARD | | A1244 | | | | 8 | | | | | |
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| November 03, 201 | 15 Crew # 5 | 02Field Supervisor | | Superintendent | Ken Brown | |
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| St | reets Operations | s Dail | y Cre | w Rep | ort | Rev. | | | |
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| ation 4 CONTRACT Comments TO 25 BOLTS FROM BINE U. GEORGIA. RACK BUNT OVER. #1St are IVPD # 119 9 80 2 V2 HR BELER TO STREET FROM BINE TO STREET BROWGE a George I BEREINSTALL BIKE BUCK. a George I BEREINSTALL BIKE BUCK. BEREINSTALL BIKE BUCK. BEREINSTALL BIKE BUCK. | October 17, 2017 Crew # 503Field Supervisor Emergency Crew Superintendent Jim Collins | |
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| Informant: LISA SII | 149137. #37. | UNSURE OF PRECISE LOCATION OF |
| Time Recieved: 515pM. | 1 Heh | TRIP. MEARIAGO 42"-1" TRIP |
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| Date: | May 3, 2013 | | Stree | | | JVER | y Crew R | eport | | | Page: / |
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| | Equipment Des | cription | | Equipmen | nt ID | | | Runnir | ng Hours | | |
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| | Saw, chain, wood | l, gas, 18" | | V21728 | | | | 0,5 | | | |
| Saw, reci | procation, cordles | | 36V, HD | V12363 | | | | 0.5 | | | |
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| | Power Broom | | | V21663 | | - | | 05 | | | - |
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| Location 3 | FERMARY | Materi | Comments |
| Location 3 | EER 363862 | Materi | Comments BIKE BACK BOITS BUILED |
| | EER 363862 EORGIA. | Materi | BIKE RACK BOLTS PULLED |
| 1055 W.GE | ORGIA. | Materi | BIKE RACK BOLTS PULLED OUT. REFER TO STREET |
| 1055 W.GE | ORGIA. | Materi | BIKE RACK BOLTS PULLED OUT. REFER TO STREET FURNITURE TO ANCORE |
| 1055 W. GE og # / SR #R / VPD # 55 nformant: | ORGIA. | Materi | BIKE RACK BOLTS PULLED OUT. REFER TO STREET |
| 1055 W.GE og # / SR #R / VPD # 5; nformant: 'ime Recieved: | ORGIA. | Materi | BIKE RACK BOLTS PULLED OUT. REFER TO STREET FURNITURE TO ANCORE BIKE RACK. |
| 1055 W. GE og # / SR #R / VPD # 55 nformant: Time Recieved: Time Of Arrival: | ORGIA. | Materi | BIKE RACK BOLTS PULLED OUT. REFER TO STREET FURNITURE TO ANCORE BIKE RACK. RELETED TO M. BIGGIN, (|
| | ORGIA. 10823. | | BIKE RACK BOLTS PULLED OUT. REFER TO STREET FURNITURE TO ANCORE BIKE RACK. |

| | | | Streets C | peratic | ons Da | aily Cre | w R | epo | rt | Rev. | 1 | 2 | |
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| | April 28 | 3, 2015 | | . / | 1 | | | | | order | # and | Hour | s |
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| ield Su | ipervisor H | logan | 604-690-3264 | Z | 71 | (signed) | | Not | opeiv | N | Not Resp | oneiv | |
| uperin | tendent E | lelinda S | pencer | J | The | ner | | Resp e | onsiv | 12 | Nesh | Unaivi | |
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| lours o | fWork | | AM - | S= JO PM | 1 | | | | | Q | | | |
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| 22(1) | R. Thorpe | | | | 6505 | | | | | | | | |
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| lot Responsive | Crew # | 505Field Supervisor | Hogan | Superintendent | Belinda Spencer | pg. : |
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| Signage Used: Activity Code | P 12 1 | | | | | By: (In |
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| Signage Used: Activity Code | P 12 1 | | | | | By: (In |
| Signage Used: Activity Code | P 12 1 | | | | | By: (In |
| Signage Used: Activity Code | P 12 1 | | | | | By: (In |
| Signage Used: Activity Code | P 12 1 | | | | | By: (In |
| Signage Used: Activity Code | P 12 1 | | | | | By: (In |
| Signage Used: Activity Code | P 12 1 | | | | | By: (In |
| Signage Used: Activity Code | P 12 1 | | Units Complete | | Measurement | By: (In |
| Signage Used: Activity Code | P 12 1 | | | | | By: (In |
| Signage Used: Activity Code | P 12 1 | | Units Complete | | Measurement | By: (In |
| Signage Used: Activity Code | P 12 1 | | Units Complete | | Measurement | By: (In |
| Signage Used: Activity Code | P 12 1 | | Units Complete | | Measurement | By: (In |
| Signage Used: Activity Code | P 12 1 | | Matenal | Amount | Measurement | By: (In |
| Signage Used: Activity Code | | | Units Complete | | Comments | By: (In |

| Eng 271 MLH/10 | | | F | IST Reg. #R121361942 |
|---|---|---------------------------------|---------------------|-----------------------|
| Blue - Streets | CITY ENGI | NEERING SERVICES | | |
| Green - Streets Pink - Originating Office | RECORD OF CUTS A | ND/OR DAMAGED SUR | ACES | 201734 |
| This form is to be completed b forwarded to Streets Operatio | y the Foreman in charge of a c ns for Permanent Repairs. | crew making a cut and/or causin | | |
| Cut(s) made by: | cal (Streets) | No. of cuts: | No. of records: | of |
| Location of cut: COBBIL Burrand | + W beer | the | 1 | |
| Site address if different from above: | 10 Burrart | 9 | | |
| Cut(s) made in: Street: Shoulder: La | ane; Sidewalk; Crossing; Curb; Blvd | Other | 1626 | |
| Surface type: light asphalt; heavy as Purpose of cut(s): | sphalt concrete; spraycap; gravel; tu | | 1 | rele |
| Dimensions of cut(s): | light camera | a base rem | ioral | |
| Thickness of surface cut(s): | 2 lism | Depth of excavation(s): |) | |
| Backfilled with: | Temporary repaire | | FTemp. repair: | Needs |
| ZOmm Compacted by: | | mper, or | Raised Settled | Attention |
| Foreman's Comments | or, an tamper, incontantial ta | Work Order No. 900 | 53310 | |
| | | B.W.O. No.: | | |
| - | | Permit No. | | |
| Foreman's Signature | | Superintendent's Signatu | ire | |
| | For Pe | rmanent Repair | | |
| J | l | J | E | |
| | | | Geo | |
| burrard | | | S | KN KN |
| | | N.D. | 3 | |
| | | Fred . | pole # 15 | 10 |
| | | XIA | Poleto | 16 |
| 1 | JB2000 | | | |
| Street's Inspector's cut measuremen | | | 2 | 8-19-11 R |
| | 1.3"× 1.5 | ~ | | p to be moved: |
| | | | | ing signs required: |
| Street's Inspector's Comments: | | | Meters Traffic r | estrictions: 7-9 |
| | | T | | 4-6 |
| Street's Foreman's Comments: | | Foreman's Signature | Tane | pre 2015 pompleted |
| - | | CREW # 2 | 2 1.3 | |
| Units Charged | 95 Work Order | 205 TOTAL | 522. | 60 |
| | CODE DS | RATE 268 | Nº 148 | 306 |
| | | | | |

| Eng | 271 MLH/10 | | | HST Reg. #R121361942 |
|----------|-----------------------------------|--|-------------------------------------|---------------------------------|
| Blue | - Streets | CITY ENGIN | EERING SERVICES | 101 Nog. #1121001012 |
| Green | - Streets - Originating Office | | DOR DAMAGED SURFACES | 201735 |
| | | | (79) (2) 19 | 201700 |
| forwa | rded to Streets Operat | d by the Foreman in charge of a creations for Permanent Repairs. | ew making a cut and/or causing dama | |
| Cut(s) | Streets | (Crust Electroal) | No. of cuts: No. | of records: of |
| Locatio | nofcut: W.Get | STA + Bh | rrorA | |
| Site ad | dress if different from above | Burrard | | |
| Cut(s) | made in: Street; Shoulder; | Lane Sidewalk; Crossing; Curb; Blvd; | | |
| Surface | e type: light asphalt; heavy | asphalt; concrete; spraycap; gravel; turf | other Exposed 442 | oncrete) |
| Purpos | e of cut(s): | Isabit camera | . base remain | + |
| Dimens | sions of cut(s): | 15 × 1 240 | | |
| Thickne | ess of surface cut(s): | 0 | Depth of excavation(s): | |
| Backfill | ed with: | Temporary repaired | with: Condition of Temp. rd | epair: Needs |
| Comps | 20mm | Mon Hot Mix Cold | Mix Gravel Good Raised | |
| | hand | tool; air tamper; mechanical tamp | | |
| Forema | an's Comments | | Work Order No. 900 5 | 3310 |
| - | | | D.M.O. NO. | |
| - | | | Permit No. | |
| Forema | an's Signature | AL Date: July 5 | Superintendent's Signature | |
| _ | | For Per | manent Repair | |
| | 1 | Cherst Chus | cathedran . | ٤ |
| | | | | N. Geo |
| | | | | 0 / |
| | | | D | to <n< td=""></n<> |
| | | 0.1 | T | 8 |
| R | srach | C | 7 4 | |
| Du | | A. | | |
| |) | TB IS | o 2 Pole 11/6 | ſ |
| Street | s Inspector's cut measurem | 22 | | SBAT. 19-11 DL |
| _ | | 1.3×1.5 | ~ | Bus Stop to be moved: |
| _ | | | | Traffic cones required: |
| | | | | No parking signs required: |
| Street' | s Inspector's Comments: | | | Meters to hood: |
| | | | | 4-6 |
| Street | s Foreman's Comments: | | Foreman's Signature K WAJCIK | Date Completed Tuno 1st 2015 |
| | | | CREW # 22 | Units Completed |
| _ | | | | |
| | Units Charged | .95 Work Order ERF | 205 TOTAL 5 | 22.60 |
| | | CODE D5 | RATE 268 | 148307 |
| | | | | |
| | | | | |

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| 5 | 2 | N3 |
|--|--|---------------------------|
| Eng. 271 MLH/10 | | HST Reg. #R121361942 |
| Green - Streets | GINEERING SERVICES | ces 212514 |
| This form is to be completed by the Foreman in charge of forwarded to Streets Operations for Permanent Repairs. | | |
| Cut(s) made by: とみちし | No. of cuts: | No. of records: 2 of 2 |
| Location of cut: <u>EIS 600 BLK BURGED S</u> Site address if different from above: | - NO 900 BLK N DWG # 7003- | |
| Cut(s) made in: Street; Shoulder; Lane; dewalk Crossing; Curb; E | Blvd; Other | |
| Surface type: light asphalt; heavy asphalt; concrete; spraycap; grave Purpose of cut(s): <u>ANCHOR REPLACEMEN</u> Dimensions of cut(s): | | |
| Thickness of surface cut(s): | Depth of excavation(s): ±2.04 | |
| Backfilled with: Temporary rep Hot Mix | paired with: Condition of T | Needs |
| Compacted by: hand tool; air tamper; mechanica | al tamper; or | |
| Foreman's Comments | Work Order No. B.W.O. No.: | 20049910 |
| | | |
| | Permit No. Superintendent's Signature Permanent Repair | |
| E. S | TO BLE | N N |
| ECECITA | RRARD 8 | n n iz |
| | F_O | 1 |
| Street's Inspector's cut measurements: | | JUNE 10/13/5 |
| 11.6m × 3.9m | | Bus Stop to be moved; |
| Street's Inspector's Comments: | Λ. | Meters to hood: |
| Street's Foreman's Comments: | Foreman's Bignature | Date Completed |
| Units Charged 6, 24 Work Order ERF CODE | 200 TOTAL S RATE 183.60 | 145.66 161904 |

| 2 | ~ | | N3 |
|---|-------------------------------|-----------------|---------------------------------|
| Eng. 271 MLH/10 | | | HST Reg. #R121361942 |
| Green - Streets | NEERING SERVICES | ACES | 212513 |
| This form is to be completed by the Foreman in charge of a conforwarded to Streets Operations for Permanent Repairs. | | | urface, and |
| Cut(s) made by: CHBL | No. of cuts: | No. of records: | of Z |
| EIS 600 BLK BUREARD Site address if different from above: | ST. N/0 900 DWG# 7003 | | GEORGIA ST |
| Cut(s) made in: Street; Shoulder; Lane; sidewalk Crossing; Curb; Blvd; | Other | | |
| Surface type: light asphalt; heavy asphalt; concrete spraycap; gravel; tur Purpose of cut(s): ANCHOR REPLACEMEN | ~ | 29 | |
| Dimensions of cut(s): | Depth of excavation(s): | | |
| Backfilled with: | ±2.0m | f Temp. repair: | Needs |
| Hot Mix Col | ld Mix Gravel Good | Raised Settl | Ied Attention |
| hand tool; air tamper; mechanical tam Foreman's Comments | work Order No. | 20049 | 2910 |
| | B.W.O. No.: | 0,001,1 | |
| | Permit No. | | |
| Foreman's Signature Date: | Superintendent's Signatu | re | |
| For Per | rmanent Repair | | |
| 2 600 | BLK | MELVI | 2 Z |
| George Bur | RARD | re | N N |
| | | (| |
| Street's Inspector's cut measurements: | | JUN | E 10/13K5 |
| 1 1.5m × 3.9m | | Bus S | top to be moved: |
| Street's Inspector's Comments: | 1, | Meter | rking signs required: |
| Street's Foreman's Comments: | Foreman's Signature | Units | Completed Completed S: 85 |
| Units Charged 5.85 Work Order ERF CODE D5 | 205 TOTAL 8 RATE 273.36 | 1577. | 16/ 1903 |

| Eng 271 MLH/10 | 0 | HST Reg. #R121361942 |
|--|---|--|
| Green - Streets Pink - Originating Office RECORD OF CUTS AI | | 585890 Es |
| forwarded to Streets Operations for Permanent Repairs. Cut(s) made by: | No. of cuts: | No. of records: |
| Location of cut: 600 BIK WIS HAILSTONE ST SID Site address if different from above: | 1000 BLK ME | |
| 107TW GEORGIA ST | | 34-8782 |
| Cut(s) made in: Street; Shoulder; Lane; Sidewalk; Crossing; Curb; Blvd; Surface type: light asphalt; neavy asphalt; concrete; spraycap; gravel; turn | | |
| Purpose of cut(s): <u>UGSERVICE</u> Dimensions of cut(s): | , ouer | |
| Thickness of surface cut(s): | Depth of excavation(s): | |
| Backfilled with: Temporary repaired Hot Mix Cold | | np. repair: Needs ised Settled Attention |
| hand tool; air tamper; mechanical tam Foreman's Comments | ver:) or Work Order No. | 0 567 27 |
| | B.W.O. No.: | A02) 0201 |
| | Permit No. | |
| Foreman's Signature Date: Do FEB | Superintendent's Signature | |
| | manent Repair | |
| HAILSTONE | S ST. | N A |
| | | ſ |
| Street's Inspector's cut measurements: $ \begin{array}{r} 1 & 0.5m \times 1.8m \\ 2 & 1.0m \times 34.2m \\ 3 & 1.0m \times 1.0m \\ 4 & 1.4m \times 1.0m \\ \end{array} $ Street's Inspector's Comments: | | MAR 9/15 K5 Bus Stop to be moved: Traffic cones required: No parking signs required: Meters to hood: Traffic restrictions: 7-9 4-6 |
| Street's Foreman's Comments: | Foreman's Signature R. L. WILLIAMN CREW# 30 | Date Completed 06/04/2016 Units Completed 37.5 |
| Units Charged 37.5 Work Order ERF | RATE TOTAL | 3,940.50 |
| CIS | RATE OS OB | 166301 |

W. GEORGIVA

| EDEGRADATION FEE | 2 | GST Reg. #R1213619 |
|--|----------------------------------|--|
| IDDIDIE | EERING SERVICES | |
| Green - Streets Pink - Originating Office RECORD OF CUTS AN | DIOR DAMAGED SURFAC | ces 722961 |
| This form is to be completed by the Foreman in charge of a cre forwarded to Streets Operations for Permanent Repairs. | ew making a cut and/or causing d | amage to a surface, and |
| Cut(s) made by: | No. of cuts: | No. of records: |
| Location of cut: 5/5 1000 bilt us Seo | valia | |
| | v | |
| Cut(s) made n: Street, Shoulder; Lane; Sidewalk; Crossing; Curb; Blvd; | | |
| Surface type: light asphalt; heavy asphalt; concrete; spraycap; gravel; turf Purpose of cut(s): | Other | |
| lerk repit | | |
| Dimensions of cut(s): 1.5 by 2/1.8 by 1. | 2 | |
| Thickness of surface cut(s): | Depth of excavation(s): | ~ |
| Backfilled with: 71 g | | mp. repair: Needs aised Settled Attention |
| Compacted by: hand tool; air tamper; mechanical tamp | per; or | |
| Foreman's Comments | Work Order No. EEL | 0693848 |
| | B.W.O, No.: | 1 |
| | Permit No. | |
| Foreman's Signature Date: 11 | Superintendent's Signature | |
| Dec Cor Mar H/ | 16 | |
| For Peri | manent Repair | |
| 1000 | W Deargie | G |
| | | 8 1 |
| | | 8 |
| | | (N) |
| | 1060) | eur . |
| | WILL WEEK | Ù- |
| | | |
| | 1 | |
| Street's Inspector's cut measurements: | | MAR 30/16 KS |
| 6.1 × 2. | 0- | Bus Stop to be moved: |
| | | Traffic cones required: |
| | | No parking signs required: |
| Street's Inspector's Comments: | | Traffic restrictions: 7-9 |
| | | 4-6 |
| Street's Foreman's Comments: | Foreman's Signature | Date Completed 03/19/2018 |
| | R.J. WILLIAMS CREW#30 | Units Completed |
| Units Charged 12,20 Work Order ERF | 303 TOTAL | 2615,19 |
| CODE E 3 | RATE 4.36 | |
| | QU'DE | 188327 |

Eng. 271 MLH/14 DEGRADATION FEE

CITY ENGINEERING SERVICES

GST Reg. #R12136194

3

| Green Astress CARLE F | RECORD OF CUTS AN | ND/OR DAMAGED S | URFACES | 860188 |
|---|--|--------------------------|-------------------------|----------------------------|
| This form is to be completed by the forwarded to Streets Operations for | Foreman in charge of a cre r Permanent Repairs. | ew making a cut and/or c | ausing damage to | a surface, and |
| Cut(s) made by: | | No. of cuts: Z | No. of rec | ords: / of / |
| Location of cut: | 90 BURRARD | > | | |
| Site address if different from above: | DIO PUNATION | REF#4 | 74462 | |
| Cut(s) made in: Street; Shoulder; Lane; S | Sidewalk; Crossing; Curb; Blvd; | | | |
| Surface type: light asphalt; heavy asphalt | concrete spraycap; gravel; turf | ; Other | | |
| Purpose of cut(s): | LE UNITY | | | |
| Thickness of surface cut(s): | | Depth of excavation(s): | | |
| Backfilled with: | Temporary repaired | | dition of Temp. repair: | |
| | | d Mix Gravel Good | | Settled Attention |
| Compacted by: hand tool; | air tamper; mechanical tamp | | | |
| Foreman's Comments | | B.W.O. No.: | 2006801 | 59 |
| | | B.W.O. NO | | |
| | | Permit No. | | |
| Foreman's Signature | Date: MARTT- | Superintendent's | Signature | |
| | | manent Repair | | |
| | | | | |
| | | |) | |
| | | | | |
| | a loo | | | N —> |
| | U | (2) YE | RMRD | |
| | | GUR | RVAILI) | |
| | | | | |
| - W. | ~114 | | I | I |
| Street's Inspector's cut measurements: | | | | |
| 3.1~x | 7.6 3.1- | ×4.8- | | Bus Stop to be moved: |
| - |) | | | Traffic cones required: |
| | | | | No parking signs required: |
| Street's Inspector's Comments: | | | | Meters to hood: |
| | | | | 4-6 |
| Street's Foreman's Comments: | | Foreman's Signature | | Date Completed |
| | | CREW | | Units Completed |
| Units Charged | Work Order | 115 | TOTAL | 10 00 |
| 612 | CODE | RATE | \$ 4,4 | 6.04 |
| Qu 6.5 m | LUD | 110.11 | 1 | 81230 |

Cut Sheet Log for 1000 W. Georgia @ 600 Burrard.

| CUTNO | CLIENTCODE | ASSET_CASTNO | ASSET_CASTNAME | UNITDESC | WO_CASTNO | WO_CASTNAME | RATECODE | CREWID | UNITEST | BILLDATE | COMPDTTM |
|----------|------------|--------------|----------------|--|-----------|--------------|----------|--------|---------|-----------|-----------|
| 201734 | STS | 600 | BURRARD ST | 600 BURRARD ST W | 600 | BURRARD ST | 205 | RCC22 | 1.95 | 20-Sep-11 | 6/1/2015 |
| 201735 | STS | 600 | BURRARD ST | 600 BURRARD ST W | 600 | BURRARD ST | 205 | RCC22 | 1.95 | 20-Sep-11 | 6/1/2015 |
| 212513 | UTIL | 600 | BURRARD ST | 600 BURRARD ST E | 600 | BURRARD ST | 205 | RMC91 | 5.85 | 12-Jun-13 | 3/25/2014 |
| 212514 | UTIL | 600 | BURRARD ST | 600 BURRARD ST E | 600 | BURRARD ST | 200 | RMC91 | 6.24 | 12-Jun-13 | 3/27/2014 |
| Not Resp | onsive | | | | | | | | | | |
| 575489 | HYDRO | 1000 | W GEORGIA ST | W GEORGIA ST from THURLOW ST to BURRARD ST | 1000 | W GEORGIA ST | 303 | RCA81 | 36.27 | 12-Feb-15 | 6/5/2016 |
| 575490 | HYDRO | 1000 | W GEORGIA ST | W GEORGIA ST from THURLOW ST to BURRARD ST | 1000 | W GEORGIA ST | 207 | RCC22 | 3.1 | 12-Feb-15 | 6/11/2015 |
| 575492 | HYDRO | 1000 | W GEORGIA ST | 1000 W GEORGIA ST S | 1000 | W GEORGIA ST | 200 | RCC22 | 4.62 | 12-Feb-15 | 6/12/2015 |
| 585890 | SHAW | 1000 | W GEORGIA ST | W GEORGIA ST from THURLOW ST to BURRARD ST | 600 | HAILSTONE ST | 115 | RCA30 | 37.5 | 10-Mar-15 | 6/4/2016 |
| 588991 | SHAW | 1000 | W GEORGIA ST | W GEORGIA ST from THURLOW ST to BURRARD ST | 1000 | W GEORGIA ST | 303 | RCA30 | 34.32 | 1-Apr-15 | 6/5/2016 |
| 613638 | CHEAT | 1000 | W GEORGIA ST | 1000 W GEORGIA ST N | 1000 | W GEORGIA ST | 205 | RCC22 | 2.21 | 3-Jun-15 | 6/15/2015 |
| 613650 | HYDRO | 1000 | W GEORGIA ST | 1000 W GEORGIA ST S | 1000 | W GEORGIA ST | 201 | RCC22 | 11.76 | 3-Jun-15 | 6/12/2015 |
| 722961 | WATER | 1000 | W GEORGIA ST | W GEORGIA ST from THURLOW ST to BURRARD ST | 1000 | W GEORGIA ST | 303 | RCA30 | 12.2 | 1-Apr-16 | 3/18/2018 |
| 860188 | SHAW | 600 | BURRARD ST | L/E of BURRARD ST to W GEORGIA ST; lane 1 | 690 | BURRARD ST | 115 | | 38.44 | 2-May-17 | (blank) |

| Service Request # R | Request Type | Sub Type | Requested Date | Address | Location |
|---------------------|-----------------|----------------------|------------------|--|----------|
| 449137 | RSideWalkRepair | SidewalkUneven | 3/13/2012 16:50 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | |
| 488329 | RSideWalkRepair | SidewalkUneven | 7/31/2012 14:36 | 1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC | (blank) |
| lot Responsive | | | | | |
| 497931 | RSideWalkRepair | SidewalkUneven | 9/5/2012 9:03 | 1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC | (blank) |
| 570823 | RGeneralIssue | xBikeRack | 5/3/2013 14:15 | 1055 W GEORGIA ST (MA) ROYAL CENTRE MAL Vancouver BC | (blank) |
| 684895 | RSideWalkRepair | SidewalkUneven | 4/4/2014 15:58 | 1055 W GEORGIA ST (MA) ROYAL CENTRE MAL Vancouver BC | (blank) |
| 693853 | RSideWalkRepair | xEmergency | 5/5/2014 11:36 | 1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC | (blank) |
| 693860 | RSideWalkRepair | xEmergency | 5/5/2014 11:49 | 1055 W GEORGIA ST (MA) ROYAL CENTRE MAL Vancouver BC | (blank) |
| 713670 | RSideWalkRepair | xEmergency | 7/4/2014 15:17 | 1055 W GEORGIA ST (MA) ROYAL CENTRE MAL Vancouver BC | (blank) |
| 779773 | RGeneralIssue | BikeRemovalAbandoned | 1/22/2015 9:00 | 1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC | (blank) |
| 808510 | RConstComplaint | | 4/27/2015 11:46 | 1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC | (blank) |
| 871446 | RSideWalkRepair | xSidewalkBrokeInjury | 9/25/2015 10:35 | 1055 W GEORGIA ST (MA) ROYAL CENTRE MAL Vancouver BC | (blank) |
| 883855 | RGeneralIssue | BikeRemovalAbandoned | 10/30/2015 12:05 | 666 BURRARD ST (MA) Vancouver BC | (blank) |
| 913249 | RSideWalkRepair | xSidewalkBrokeInjury | 1/20/2016 12:07 | 1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC | (blank) |
| 929548 | RSideWalkRepair | Other | 3/1/2016 15:03 | 600 and 700 BURRARD ST -Inter COVAV Vancouver BC | (blank) |
| 936386 | RSideWalkRepair | SidewalkUneven | 3/21/2016 8:26 | 1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC | (blank) |
| 971253 | RSideWalkRepair | Other | 6/9/2016 8:46 | 1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC | (blank) |
| 1026768 | RGeneralIssue | BikeRemovalAbandoned | 10/9/2016 17:00 | 1055 W GEORGIA ST (MA) ROYAL CENTRE MAL Vancouver BC | (blank) |
| 1142170 | RSideWalkRepair | xSidewalkBrokeInjury | 6/13/2017 8:46 | 1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC | (blank) |
| 1199892 | RGeneralIssue | xBikeRack | 10/17/2017 11:43 | 1025 W GEORGIA ST (MA) ROYAL CENTRE TOW Vancouver BC | (blank) |

Service Request log for NWC Burrard (600 blk) and W. Georgia (1000 blk) - January 1, 2012 to January 17, 2018



Service Request # R 449137 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2012/03/13 16:50 Call Date 2012/03/13 16:25 Lagan's ECM MajorLog Update Incident Date Crew Assign Date 2012/03/14 08:18 2012/03/14 07:07 Crew ID Crew Contact 4352 Reviewed yes Sub Type SidewalkUneven RONALD HAMILTON Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

Alt Crew Contact

Information

| Zone | |
|-----------------------------------|--|
| Area description | |
| Sub-area | |
| Sub-area description Beat | |
| District description Auto Beat | |
| Priority | 4 |
| Priority description | Medium |
| Responsibility | RO |
| Responsibility description | Streets Operations |
| Project | |
| Project description | |
| 311 Case # | 101000275744 |
| Source | an a |
| Due Date | 2012/03/16 16:25 |
| Ext Reference # | |
| Ref Type | |
| Lagan CSR Name | AVVEK |
| Method | |
| Designation | |
| Frequency | |
| Cleaning Zone | |
| and the second | |

Request Location

Asset Parcel ID Property ID Lane GPS X 491119.2143 GPS Y 5459153.8421

Location

Address type Range Street # 1000 to 1099 Pre Dir Street Name W GEORGIA ST Suffix Range Post Dir

http://hansen/PROD84/HFrame.htm?view=%2fPROD84%2fCRM%2fSRInfoViewer.aspx&monk=Hansen_CRM.SRInfoViewerChildApplet&apid=Hansen_____

1/4

| 2018 | Service Request InfoViewer |
|--|--|
| Cross Str Street 2 Na Street 2 Su Street 2 P Direct Cross Str Street 3 Na Street 3 Na Street 3 Su Street 3 P Direct City, Provin Postal Co Provin | me ffix sost ion seet me ffix sost ion Ce, Vancouver tee BC |
| Incident Detai | S |
| | Street ops emergency truck took 4 pictures of trip hazard at tree pit by bus stop, and 6 pictures of area, unsure of previse location of trip. Measures 0.5" - 1" trip, premixed and filled with sand. Forward to R. Hamilton for permanent repair Mar 14, 2012. |
| Call Details | |
| Call Duration # of Calls Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service Request Progress | 0 yes |
| Contact | |
| First, Middle Ini T Fore Addre C State/Provir | tial ittle ign no ss.22(1) Sity West Vancouver ace BC PC V7W 1Z7 |
| Contact Pho Alternate Pho F Pay F E-n | ne s.22(1) ax ger N |
| Customer Cor | |
| | s.22(1) |
| Other Calls (No Data) | |
| Inspection | 4252 |
| Scheduled Due By Started Due By Completed Due By Resolved Due By | 2012/06/12 00:00 |
| Resolution Resolution description | 40 Temp - Final Repair Scheduled |

Service Request InfoViewer

| Estimated day comp Service Red (No Data) | lete | nspections | | | | |
|---|--------------------------|---|--|---|--------------------------------------|-----------------------------------|
| | RYLA ASHLL MCMA | Name Date GIRL NG 2012/03/14 07:06 EA 2012/03/13 | Street ops emergency truck took of trip. Measures 0.5" - 1" trip, pro | eets emergency truck afternoon shift - waiting for paperwork 4 pictures of trip hazard at tree pit by bus stop, and 6 picture emixed and filled with sand. Forward to R. Hamilton for perm g crew. Work to be done Spring 2012. | s of area, unsur anent repair Mai | e of previse locatio 14, 2012. |
| Attachments Attachment No Data) | | | | | | |
| Associations Linked Serv (No Data) Associated (No Data) Associated (No Data) Associated (No Data) | vice Re Work Asset | Orders Inspections | | | | |
| Request De Tab Not Loaded | | | | | | |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) | | | | | | |
| Jsage Read | lings | · · · · · | | | | _ |
| (Tab Not Loaded) | - | | | | | |
| Audit Log | | | | | | |
| Audit Log | | | | | | |
| | Audit Date Time | New Value | | Old Value | User ID | Audit Catagory |
| LaganCaseDetails | 2012/03/13 17:11 | catch her #250 bus, btwn ti it) and the bus stop she trip looks to have been repaired | 4:15pm - citizen was running to he city tree(w/a metal grill around oped on an elevated sidewalk that d at some point \$22(1) did have pointed out to her the piece of s | Monday, March 12, 2012 @ 4:15pm - citizen was running to catch her #250 bus, blwn the city tree(w/a metal grill arour it) and the bus stop she tripped on an elevated sidewalk th looks to have been repaired at some point <u>5</u> .22(1) did ha witnesses and one citizen pointed out to her ce of s | d at Integration | MCaseNotes |
| LaganCaseDetails | 2012/03/13 17:17 | catch her #250 bus, btwn ti it) and the bus stop she trip looks to have been repaired | 9 4:15pm - citizen was running to he city tree(w/a metal grill around oped on an elevated sidewalk that d at some point 5.22(1) did have pointed out to her the piece of s | Monday, March 12, 2012 @ 4:15pm - citizen was running to catch her #250 bus, blwn the city tree(w/a metal grill arour it) and the bus stop she tripped on an elevated sidewalk th looks to have been repaired at some points 22(11) id ha witnesses and one citizen pointed out to her the piece of s | d | MCaseNotes |
| LaganCaseDetails | 2012/03/13 20 01 | catch her #250 bus, btwn ti it) and the bus stop she trip | 2 4:15pm - citizen was running to he city tree(w/a metal grill around oped on an elevated sidewalk that d at some points 22(1) tid have pointed out to he ce of s | Monday, March 12, 2012 @ $4:15pm$ - citizen was running to catch her #250 bus, blwn the city tree(w/a metal grill arour it) and the bus stop she tripped on an elevated sidewalk th looks to have been repaired at some points 22(1) did ha witnesses and one citizen pointed out to he ce of s | d at Integration | MCaseNotes |
| | | 11955 | | | KYLA | |

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| | | Convice Degrand Info\/(equat | |
|----------------|--|------------------------------|---|
| 8 | | Service Request InfoViewer | bior the |
| Crew Id 20 | 7 07 012/03/14 REM504 7 07 | | GIRL NG KYLA Hansen GIRL NG Hansen |
| Review Date 20 | 012/03/14 14/03/2012 7 07:00 AM 7 07 | 01/01/0001 12:00:00 AM | KYLA GIRL NG Hansen |
| Inspector 20 | 012/03/14 4352 8:18 | 11955 | ASHLEA MCMANUS Hansen |
| | 012/05/15 3:19 | REM504 | KYLA Hansen GIRL NG |
| agan eForm | 1 | | |
| Lagan Detai | | | |
| | knees and hand as well as in concussion for now, but was did receive a tetanus shot. members boarding the same shock mode that day, so is r pin point the exact location. @ 16:48. 03/13/2012 - 4:57 03/13/2012 - 5:05pm - called running in order to respond, 03/13/2012 - LM - Crew call details. Citizen running north bus stops by the city tree wi | n:* Sidewalk - Uneven |), no on. Citizen ians and ie was in s raised or ormed DS k in a few. tizen was k. fifc location veen the 2 zard. LM |

7. If Yes, provide details on license plate number or other details (if known):

8. (Don't ask just record - Did caller indicate they want a call back?) No

Lagan eForm Lagan Case Details



2018/03/08 10:53

Service Request # R 488329 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2012/07/31 14:36 Call Date 2012/07/31 14:15 Lagan's ECM Update Incident Date Crew Assign Date 2012/07/31 15:20 2012/07/31 15:20 Crew ID Crew Contact 4352 Reviewed yes Sub Type SidewalkUneven RONALD HAMILTON Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

Information

Alt Crew Contact

Information

| Zone Area description Sub-area | |
|--------------------------------------|--------------------|
| Sub-area description Beat | |
| District description Auto Beat | |
| Priority | |
| Priority description | Medium |
| Responsibility | RO |
| Responsibility description | Streets Operations |
| Project | |
| Project description | |
| 311 Case # | 101000321377 |
| Source | |
| Due Date | 2012/08/03 14:15 |
| Ext Reference # | 2012/00/03 14:10 |
| | |
| Ref Type | |
| Lagan CSR Name | AVLM2 |
| Method | |
| Designation | |
| Frequency | |
| Cleaning Zone | |

Request Location

Asset Parcel ID Property ID Lane GPS X 491170.2824 GPS Y 5459163.5429

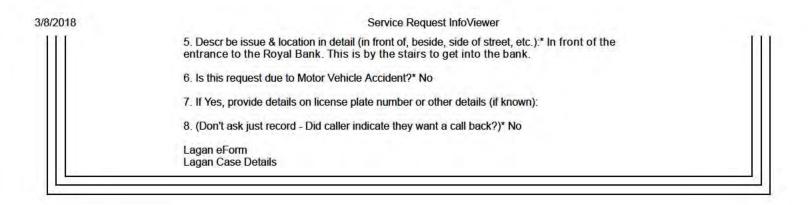
Location

Address type Address Street # 1025 Pre Dir W GEORGIA ST Street Name Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE TOW

| 118 | Service Request InfoViewer |
|--|----------------------------|
| Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction Cross Street Street 3 Name Street 3 Name Street 3 Suffix Street 3 Post Direction City, Province, Postal Code State BC Postal Code Location | |
| Incident Details | |
| Call Details | |
| Call Duration 00:00:00 # of Calls 0 Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service no Request Progress | |
| Contact | |
| Name S.22(1) First, MI Middle Initial Title Foreign no Address S.22(1) City Vancouver State/Province BC ZIP/PC V6C 1T2 Country | |
| Contact Phone Alternate Phone Fax Pager PIN E-mail Contact Type Other | |
| Customer Comments s.22(1) | |
| Other Calls (No Data) | |
| Inspection Inspector name Scheduled Due By Started Due By Completed Due By Resolved 2012/08/01 00:00 Due By Resolution 40 Resolution Estimated days to complete | |
| Service Request Inspections (No Data) | |

| | Reque | st Log Resu | lts | | | |
|---|---|--|---|--|--|---|
| Log | Entered By 19765 | Entered By Name Tyler F eld Belinda woods | Start | To Comments July 31/12 - Referred to R Aug 1/12 - identified area completed by crew 75 - P | that requires a fa | ast patch procedure to eliminate a trip onto the staircase. To be |
| ttoohn | onto | | - opt | and when the second sec | and the second | |
| ttachm Attachr | 0.000 | | | | | |
| No Data) | nents | | | | | |
| ssocia | tions | 1.00 | | | | |
| | Service | Requests | | | | |
| No Data) | ated Wo | ork Orders | | | | |
| | a service a service | | Schedule I | Date Completed D | ate Asset | Unit ID |
| 322435 | | RSwReact | | 2012/08/03 00:00 | Sidewalk | |
| 322647 332797 | | RSwReact RSwReact | | 2012/08/03 00:00 2012/09/18 00:00 | Sidewalk Sidewalk | |
| 332798 | | RSwReact | | 2012/09/18 00:00 | Sidewalk | 101454 |
| 332801 | tod Ac | RSwReact | 20 | 2012/09/18 00:00 | Sidewalk | 95698 |
| ASSOCIA No Data) | aleu AS | set Inspectio | 115 | | | |
| | ated Ca | ses | | | | |
| No Data) | | key (| | | | |
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| Employ No Data) | ees | | | | | |
| Fleet E | quipme | nt | | | | |
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| Vehicle No Data) Isage F Tab Not Lo Ludit Lo Audit Lo Audit L | Reading _{paded)} pg log Log | js dit Date Time N | lew Value | Old Value | User ID / | Audit Catagory |
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| /ehicle No Data) Sage F Tab Not Lo Udit Lo Audit L Audit L Field N | Reading paded) og log Log lame Au 2012 | dit Date Time N /07/31 15 20 4 | 352 | | TYLER FIELD H | lansen |
| Vehicle No Data) Sage F Tab Not Lo Udit Lo Audit Lo Audit L Audit L Field N Inspector Review Da | Reading paded) Dg Log Log lame Au 2012 te 2012 | dit Date Time N /07/31 15 20 4 | 352 | | TYLER FIELD H | lansen |
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| Vehicle No Data) Isage F Tab Not Lo Audit Lo Audit Lo Audit L Audit L Field N Inspector Review Data | Reading paded) Og Log Log Iame Au 2012 te 2012 | dit Date Time N 107/31 15 20 4 107/31 15 20 3 | 352 1/07/2012 3:20 00 1 | PM 01/01/0001 12 00:00 AM | TYLER FIELD H | lansen |
| Audit Lo Audit Lo Audit L Field N Inspector | Reading paded) Og Log Log Iame Au 2012 te 2012 | dit Date Time N 107/31 15 20 4 107/31 15 20 3 1. Type of Side | 352 1/07/2012 3:20 00 1 walk problem." ride details: | PM 01/01/0001 12 00:00 AM | TYLER FIELD H | lansen |





Service Request # R 497931 Request Type RSideWa kRepair Request type Sidewalk - Repair description 2012/09/05 09:03 Request Date Call Date 2012/09/05 08:50 Lagan's ECM MCaseNotes. Update Incident Date Crew Assign Date 2012/09/05 09:24 2012/09/05 09:27 Crew ID **REM503** Crew Contact 4352 Reviewed yes Sub Type SidewalkUneven RONALD HAMILTON Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Road Emergency Crew Day 503 Creator Dispatcher Alt Dispatcher

Alt Crew Contact

Information

Information

Zone Area description Sub-area Sub-area description Beat District description Auto Beat Priority 4 Priority description Medium Responsibility RO Responsibility Streets Operations description Project Project description 101000333201 311 Case # Source Due Date 2012/09/10 08:50 Ext Reference # **Ref Type** Lagan CSR Name AVLM. Method Designation Frequency **Cleaning Zone**

Request Location

Asset Parcel ID Property ID Lane GPS X 491170.2824 GPS Y 5459163.5429

Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

http://hansen/PROD84/HFrame.htm?view=%2fPROD84%2fCRM%2fSRInfoViewer.aspx&monk=Hansen_CRM.SRInfoViewerChildApplet&apid=Hansen_____

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| 018 | | Service Request InfoV | liewer | |
|--|---|-----------------------|--------|--|
| Subdesignation Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction Cross Street Street 3 Name Street 3 Suffix Street 3 Post Direction City, Province, Postal Code State Postal Code Location | Vancouver BC | | | |
| Incident Details | Dispatched to Truck 1203 at 0 | 9:26 Sept 5/12 | | |
| Call Details Call Duration 00 # of Calls 0 Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service no Request Progress | 0 | | | |
| Contact | | | | |
| First, MI Middle Initial Title Foreign Address City State/Province | no s.22(1) Vancouver BC V6C 1T2 | | | |
| Contact Phone Alternate Phone Fax Pager PIN E-mail Contact Type | | | | |
| Customer Com | nents s.22(1) | | | |
| Other Calls (No Data) | | | | |
| Scheduled Due By Started Due By Completed Due By Resolved 20 Due By Resolution 10 | ONALD HAMILTON 012/09/05 00:00 | | | |

| og | | | | | |
|---|--|--|---|--|--|
| | ntered By | LOG Results VEntered By Name Start Date To Comm JAN JONES 2012/09/05 09:25 Dispatched | ents I to Truck 1203 at 09 26 Sept 5/12 | | |
| Attachmen Attachmei _(No Data) | | | | | |
| 329648 | d Work Milesto d Asset | Orders one Activity Schedule Date Completed D RswReact 2012/09/05 00:00 Inspections | ate Asset Unit ID Sidewalk 95698 | | |
| Request D (Tab Not Loade | | | | | |
| Fleet Equi | | | | | |
| (No Data) Plant Equ (No Data) Vehicles (No Data) | ipment | | | | |
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| (No Data) Plant Equ (No Data) Vehicles (No Data) Usage Rea (Tab Not Loade Audit Log | ipment adings ad) J g Audit | New Value | Old Value | User ID | Audit Catagory |
| (No Data) Plant Equ (No Data) Vehicles (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field | adings adings ad) g Audit Date Time als 2012/09/05 09 09 | He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out — (AVLM, Sep 5 2012 9:07AM) Reported to Ja | He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. | ID | |
| (No Data) Plant Equ (No Data) Vehicles (No Data) Jsage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name | ipment adings ad) g Audit Date Time als 2012/09/05 09 09 2012/09/05 09 27 | He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out — (AVLM, Sep 5 2012 9:07AM) Reported to Ja 4352 | He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) | ID Integration JAN JONES | Catagory |
| (No Data) Plant Equ (No Data) Vehicles (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name LaganCaseDeta | ipment adings ad) g Audit Date Time alls 2012/09/05 09 20 2012/09/05 09 27 | He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out — (AVLM, Sep 5 2012 9:07AM) Reported to Ja 4352 REM503 | He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) | ID Integration JAN JONES JAN JONES | Catagory MCaseNotes |
| (No Data) Plant Equ (No Data) Vehicles (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name LaganCaseDeta Inspector | ipment adings ad) g Audit Date Time alls 2012/09/05 09 20 2012/09/05 09 27 | He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out — (AVLM, Sep 5 2012 9:07AM) Reported to Ja 4352 | He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) | ID Integration JAN JONES JAN | Catagory MCaseNotes Hansen |
| (No Data) Plant Equ (No Data) Vehicles (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name LaganCaseDeta Inspector Crew Id Review Date | ipment adings ad) | He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out — (AVLM, Sep 5 2012 9:07AM) Reported to Ja 4352 REM503 | He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out | ID Integration JAN JONES JAN JONES JAN | Catagory MCaseNotes Hansen Hansen |
| (No Data) Plant Equ (No Data) Vehicles (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name LaganCaseDeta Inspector Crew Id | ipment adings ad) | He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out — (AVLM, Sep 5 2012 9:07AM) Reported to Ja 4352 REM503 | He calleed about this on July 31/12 case #321377 and now says its might be unsafe and someone can trip and fall since its right at the entrance of the Royal Bank. Linked to case 321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out | ID Integration JAN JONES JAN JONES JAN | Catagory MCaseNotes Hansen Hansen |

| 3/8/2018 | Service Request InfoViewer | |
|----------|--|----|
| III | 321377 — (AVNS, Sep 5 2012 8:54AM) Notified DS (Lisa) for crew call out — (AVLM, Sep 5 2012 9:07AM) Reported to Jan at 84299, he has the case number and details. 1. Type of Sidewalk problem:* Sidewalk - Uneven | 11 |
| | 2. If Other, provide details: | |
| | 3. Is there a black patch on it?* No | |
| | 4. Is it safe?* No | |
| | 5. Descr be issue & location in detail (in front of, beside, side of street, etc.).* In front of Royal Bank | |
| | 6. Is this request due to Motor Vehicle Accident?* No | |
| | 7. If Yes, provide details on license plate number or other details (if known): | |
| | 8. (Don't ask just record - Did caller indicate they want a call back?)* No | |
| 1. 2. 7 | Lagan eForm Lagan Case Details | |
| - | | |



Service Request # R 570823 Request Type RGenerallssue Request type Street - General Issue description Request Date 2013/05/03 14:15 Call Date 2013/05/03 14:11 Lagan's ECM MajorLog Update Incident Date Crew Assign Date 2013/05/06 08:18 2013/05/03 15:34 Crew ID Crew Contact 5420 Reviewed yes Sub Type xB keRack MARCO BIAGINI Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher Alt Crew Contact

Information

Information

| Zone Area description | |
|--|--------------------|
| Sub-area Sub-area description Beat | |
| District description Auto Beat | |
| Priority | 4 |
| Priority description | Medium |
| Responsibility | RO |
| Responsibility description | Streets Operations |
| Project | |
| Project description | |
| 311 Case # | 101000417459 |
| Source | |
| Due Date | 2013/06/17 14:11 |
| Ext Reference # | |
| Ref Type | |
| Lagan CSR Name | AVRP |
| Method | Sara a |
| Designation | |
| Frequency | |
| Cleaning Zone | |

Request Location

Asset Parcel ID Property ID Lane GPS X 491170.2824 GPS Y 5459163.5429

Location

Address type Address Street # 1055 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE MAL

| 8 | Service Request InfoViewer | |
|--|---|--|
| Postal C | ame Suffix Post ction treet ame Suffix Post ction ince, Code Vancouver State BC | |
| Incident Deta | ills | |
| | Dispatched to c1116 (afternoon) on May 03/13 at 15:00. May 3/13 - Crew 504 found bike rack bolts pulled out. Referred to M. Biagini. | |
| Call Details Call Duratior # of Calls Taken By Taken by name Customer Contac Requested Notify Customer Regarding Service | s 0 V t no r e no | |
| Request Progress Contact | <u>s</u> | |
| Firs Middle II For Add State/Prov ZIF | Title reign no Iress s.22(1) City VANCOUVER | |
| Alternate Pr Pr E- | s.22(1) Fax ager PIN s.22(1) S.22(1) Owner | |
| Customer Co | s.22(1) | |
| Other Calls No Data) | | |
| Schedulec Due By Startec Due By Completec Due By | MARCO BIAGINI 1 1 1 1 1 2013/05/07 00:00 | |

Service Request InfoViewer

| lo Data) | | | | | | | |
|---|---|---|---|--------------------------------|--|--|---|
| | tered By | OG Results Entered By Name MARK TOMPK NS TYLER FIELD TYLER FIELD | Start Date To 2013/05/03 14:20 2013/05/06 08:18 2013/05/08 10:15 | Dispatched to c1116 (afternoor | e rack bolts pulled out. Referred to M | I. Biagini. | |
| Attachment | s | | | | | | |
| Attachmen (No Data) | ts | | | | | | |
| Association | S | | | | | | |
| Linked Ser (No Data) Associated (No Data) Associated (No Data) Associated (No Data) | Work C | | | | | | |
| Request De (Tab Not Loaded | | | | | | | |
| Schedules | | | | | | | |
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| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read | oment oment dings | | | | | | |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded | oment oment dings | | | | | | |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log | oment oment dings | | | | | | |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log | dings | | | | | | |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log | dings | New Value | | | Old Value | User ID | Audit Catagory |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Field | Audit Date Time 2013/05/03 | New Value - (TACJL, May 3 2013 2:1 | 5PM) notified radu for d | tispatch | Old Value | ID | |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Field Name | Audit Date Time 2013/05/03 14:16 2013/05/03 | — (TACJL, May 3 2013 2:1 — (TACJL, May 3 2013 2:1 | 5PM) notified radu for d | dispatch — (AVRP, May 3 2013 | — (TACJL, May 3 2013 2:15PM) | ID Integration | Catagory |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Audit Log Field Name LaganCaseDetails | Audit Date Time 2013/05/03 14:20 2013/05/03 | — (TACJL, May 3 2013 2:1 | 5PM) notified radu for d | dispatch — (AVRP, May 3 2013 | | ID Integration Integration MARK | Catagory MCaseNotes MCaseNotes |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Audit Log Field Name LaganCaseDetails LaganCaseDetails | Audit Date Time 2013/05/03 14 20 2013/05/03 14 23 2013/05/03 | — (TACJL, May 3 2013 2:1 — (TACJL, May 3 2013 2:1 2:16PM) Contacted Streets | 5PM) notified radu for d | dispatch — (AVRP, May 3 2013 | — (TACJL, May 3 2013 2:15PM) | ID Integration Integration MARK TOMPKINS MARK | Catagory MCaseNotes MCaseNotes Hansen |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Field Name LaganCaseDetails LaganCaseDetails Inspector | Audit Date Time 2013/05/03 14:16 2013/05/03 14:20 2013/05/03 14:23 2013/05/03 14:23 2013/05/03 | — (TACJL, May 3 2013 2:1 — (TACJL, May 3 2013 2:1 2:16PM) Contacted Streets 13085 | 5PM) notified radu for d | dispatch — (AVRP, May 3 2013 | — (TACJL, May 3 2013 2:15PM) | ID Integration Integration MARK TOMPKINS | Catagory MCaseNotes MCaseNotes Hansen Hansen |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Field Name LaganCaseDetails LaganCaseDetails Inspector Crew Id | Audit Date Time 2013/05/03 14:20 2013/05/03 14:23 2013/05/03 14:23 2013/05/03 14:23 2013/05/03 14:23 2013/05/03 | — (TACJL, May 3 2013 2:1 — (TACJL, May 3 2013 2:1 2:16PM) Contacted Streets 13085 REM504 | 5PM) notified radu for d | dispatch — (AVRP, May 3 2013 | — (TACJL, May 3 2013 2:15PM) notified radu for dispatch | ID Integration Integration MARK TOMPKINS MARK TOMPKINS Integration TYLER | Catagory MCaseNotes MCaseNotes Hansen Hansen |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Field Name LaganCaseDetails Inspector Crew Id LaganNumCalls | Audit Date Time 2013/05/03 14:16 2013/05/03 14:20 2013/05/03 14:23 2013/05/03 14:23 2013/05/03 14:23 2013/05/03 14:23 2013/05/03 14:23 2013/05/03 14:23 | (TACJL, May 3 2013 2:1 (TACJL, May 3 2013 2:1 2:16PM) Contacted Streets 13085 REM504 2 | 5PM) notified radu for d | dispatch — (AVRP, May 3 2013 | — (TACJL, May 3 2013 2:15PM) notified radu for dispatch | ID Integration Integration MARK TOMPKINS MARK TOMPKINS Integration | Catagory MCaseNotes MCaseNotes Hansen Hansen INumbCall |

| Lagan Detail | |
|--------------|--|
| | (TACJL, May 3 2013 2:15PM) notified radu for dispatch (AVRP, May 3 2013 2:16PM) Contacted Streets at 84299 for immediate action. 1. Type of Inquiry:* Bike Racks (Exposed Bolts, Jagged Edges, etc.)** |
| | 2. If Other, provide details: |
| | 3. Descr be the issue and location in detail:* Bike rack outside 1055 West Georgia (on the sidewalk) is no longer attached to the sidewalk. It appears to have been unbolted. It is the only rack nearby, so this is a major theft issue for anyone who locks up on the outside of the rack. |
| | 4. Is this request due to Motor Vehicle Accident?* No |
| | 5. If Yes, provide details on license plate number or other details (if known): |
| | 6. (Don't ask just record - Did caller indicate they want a call back?)* No |
| | Lagan eForm Lagan Case Details |

| infor | |
|----------------|----|
| 2018/03/08 11: | 01 |

Service Request # R 693853 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2014/05/05 11:36 Call Date 2014/05/05 11:33 Lagan's ECM MajorLog Update Incident Date 2014/05/05 11:56 Crew Assign Date 2014/05/05 11:45 2014/05/05 11:45 Crew ID Crew Contact 4352 Reviewed yes Sub Type xEmergency RONALD HAMILTON Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

Information

Alt Crew Contact

Information

| Zone Area description | |
|---|--------------------|
| Sub-area Sub-area description Beat | |
| District description Auto Beat Priority | 4 |
| | Medium |
| Priority description | |
| Responsibility | RO |
| Responsibility description | Streets Operations |
| Project | |
| Project description | |
| 311 Case # | 101004720852 |
| Source | |
| Due Date | 2014/05/08 11:33 |
| Ext Reference # | |
| Ref Type | |
| Lagan CSR Name | lagan |
| Method | iagan |
| | |
| Designation | |
| Frequency | |
| Cleaning Zone | |

Request Location

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE TOW

| 2018 | Service Request InfoViewer |
|--|---|
| Cross St Street 2 Na Street 2 St Street 2 F Direc Cross St Street 3 Na Street 3 Na Street 3 St Street 3 C Direc City, Provir Postal C S Postal C Loca | ame affix and a second |
| Incident Detai | Is Dispatche to Truck C1203 on May 5/14 at 11:45 |
| Call Details Call Duration # of Calls Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service Request Progress | 0 yes |
| Contact | |
| First Middle In Fore Addr | itial Title sign no ess 219-1055 W GEORGIA ST City Vancouver nce BC /PC |
| Alternate Ph Pa E-r | s.22(1) Fax ger PIN mail ype Other |
| Customer Co | mments |
| Other Calls | Brookfield Properties (Vancouver) Ltd |
| (No Data) | |
| Scheduled Due By Started Due By Completed Due By Resolved Due By Resolution Resolution description Estimated days to complete | RONALD HAMILTON 2014/05/05 00:00 10 Service Provided |

| | ntered By | og Results Entered By Name Start Date To Comments MEREDITH SOMMERFELD 2014/05/05 11:46 2014/05/05 11:46 Dispatche to Truck (| C1203 on May 5/14 at 11:45 | , ¢- | |
|---|--|---|---|---|--|
| Attachmen Attachmen ^(No Data) | | | | | - |
| Association | IS | | | | |
| 499139 | d Work (# Milesto d Asset I | | | | |
| Request De | etails | | | | |
| (Tab Not Loade | | | | | |
| Schedules | 1 | | | | |
| Fleet Equij (No Data) Plant Equij (No Data) Vehicles (No Data) | Sec. S | | | | |
| Jsage Rea | | | | | |
| (Tab Not Loade | | | | | |
| | | | | | |
| | 1 | | | | |
| Audit Log Audit Log | | New Value | Old Value | User ID | Audit Catagory |
| Audit Log Audit Log Audit Log Field | Audit Date Time 2014/05/05 11:45 | New Value 05/05/2014 11:45:00 AM | Old Value 01/01/0001 12 00:00 AM | User ID MEREDITH SOMMERFELD | Catagory |
| Audit Log Audit Log Audit Log Field Name | Audit Date Time 2014/05/05 11:45 2014/05/05 11:46 | | | MEREDITH | Catagory Hansen |
| Audit Log Audit Log Audit Log Field Name Review Date | Audit Date Time 2014/05/05 11:45 2014/05/05 11:46 2014/05/05 11:56 | 05/05/2014 11:45:00 AM 4352 | 01/01/0001 12 00:00 AM | MEREDITH SOMMERFELD MEREDITH | Catagory Hansen |
| Audit Log Audit Log Audit Log Field Name Review Date Inspector LaganEForm LaganCaseDetail | Audit Date Time 2014/05/05 11:45 2014/05/05 11:46 2014/05/05 11:56 | 05/05/2014 11:45:00 AM 4352 Please contact citizen to inform of action and time. — (Jaw27, May 5 2014 11 53AM) Called out to streets at 604.829.4299 and provided hansen number. | 01/01/0001 12 00:00 AM Please contact citizen to inform of action and time. | Meredith Sommerfeld Meredith Sommerfeld | Catagory Hansen Hansen IEFormPage MCaseNotes |
| Audit Log Audit Log Audit Log Field Name Review Date Inspector LaganEForm | Audit Date Time 2014/05/05 11:45 2014/05/05 11:46 2014/05/05 11:56 | 05/05/2014 11:45:00 AM 4352 Please contact citizen to inform of action and time. — (Jaw27, May 5 2014 11 53AM) | 01/01/0001 12 00:00 AM Please contact citizen to | MEREDITH SOMMERFELD MEREDITH SOMMERFELD Integration | Catagory Hansen Hansen IEFormPage |
| Audit Log Field Name Review Date Inspector LaganEForm LaganCaseDetait | Audit Date Time 2014/05/05 11:45 2014/05/05 11:46 2014/05/05 11:56 2014/05/05 11:56 2014/05/05 11:56 | 05/05/2014 11:45:00 AM 4352 Please contact citizen to inform of action and time. — (Jaw27, May 5 2014 11 53AM) Called out to streets at 604.829.4299 and provided hansen number. | 01/01/0001 12 00:00 AM Please contact citizen to inform of action and time. | MEREDITH SOMMERFELD MEREDITH SOMMERFELD Integration | Catagory Hansen Hansen IEFormPage MCaseNotes |

| 3/8/2018 | Service Request InfoViewer | |
|----------|---|----|
| | 3. Is there a black patch on it?*Yes | 10 |
| | 4. Is it safe?*No | |
| | 5. Descr be issue & location in detail (in front of, beside, side of street, etc.):*Sidewalk in front of Royal bank main entrance is uneven. As a result two to three customers have reported tripping and falling walking to the entrance. | |
| | 6. Is this request due to Motor Vehicle Accident?* No | |
| | 7. If Yes, provide details on license plate number or other details (if known): | |
| | 8. (Don't ask just record - Did caller indicate they want a call back?)* Yes | |
| | Lagan eForm Lagan Case Details | |
| - | | |



Service Request # R 693860 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2014/05/05 11:49 Call Date 2014/05/05 11:42 Lagan's ECM MajorLog Update Incident Date 2014/07/04 15:09 Crew Assign Date 2014/05/05 11:54 2014/05/05 11:54 Crew ID Crew Contact 4352 Reviewed yes Sub Type xEmergency RONALD HAMILTON Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

Alt Crew Contact

Information

Information

| Zone Area description Sub-area | |
|--------------------------------------|--------------------|
| Sub-area description Beat | |
| District description Auto Beat | |
| Priority | |
| Priority description | Medium |
| Responsibility | RO |
| Responsibility description | Streets Operations |
| Project | |
| Project description | |
| 311 Case # | 101004720944 |
| Source | an and the second |
| Due Date | 2014/05/08 11:42 |
| Ext Reference # | 2014/00/00 11.42 |
| | |
| Ref Type | in a tai |
| Lagan CSR Name | lagan |
| Method | |
| Designation | |
| Frequency | |
| Cleaning Zone | |

Request Location

Asset : Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

Address type Address Street # 1055 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE MAL

| 2018 | Service Request InfoViewer | |
|---|------------------------------------|--|
| Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction | | |
| Cross Street Street 3 Name Street 3 Suffix Street 3 Post Direction City, Province, Postal Code | лг. | |
| Postal Code Valicouve State BC Postal Code Location | | |
| Incident Details Dispatche te | o Truck C1203 on May 5/14 at 11:54 | |
| Call Details | | |
| Call Duration 00:00:00 # of Calls 0 Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service no Request Progress | | |
| Contact | | |
| First, MI Middle Initial Title Foreign no Address 219-1055 City Vancouve State/Province BC ZIP/PC Country | | |
| Contact Phone Alternate Phone Fax Pager PIN E-mail Contact Type Other | | |
| Customer Comments | | |
| | Properties (Vancouver) Ltd | |
| Other Calls (No Data) | | |
| Inspection | | |
| Inspector 4352 Inspector name Scheduled Due By Started Due By Completed Due By | MILTON | |
| Resolved 2014/05/05 00 Due By Resolution 10 Resolution description | | |
| Estimated days to complete Service Request Inspect | ions | |

| (No Data) | | | Request InfoViewer | | |
|---|---|---|--|--|--|
| | | | | | |
| Log Service Rec Log Type Entr Lagan ECM 22210 | ered By | og Results Entered By Name Start Date To MEREDITH SOMMERFELD 2014/05/05 11:55 2014/05/0 | Comments 15 11:56 Dispatche to Truck C1203 on May 5/14 at 11:54 | | |
| Attachments | | | | | - |
| Attachments (No Data) | 5 | | | | |
| Associations | | | | | |
| 499140 Associated (No Data) Associated | Work C Milestor Asset I | Drders ne Activity Schedule Date Complete RSwReact 2014/05/05 00: | | | |
| (No Data) | | | | | |
| Request Det (Tab Not Loaded) | | | | | |
| (No Data) | | | | | |
| Fleet Equips (No Data) Plant Equips (No Data) Vehicles (No Data) | | | | | |
| (No Data) Plant Equip (No Data) Vehicles (No Data) | ment ings | | | | |
| (No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) | ment ings | | | | |
| (No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log | ment ings | | | | |
| (No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) | ment ings | | | | |
| (No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log | ings | New Value | Old Value | User ID | Audit Catagory |
| (No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log | ings Audit Date | New Value This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. — (Jaw27, May 5 2014 11:52AM) Called out to streets at 604.829.4299 and provided hansen number. | This case has previously been reported Hansen number | User ID Integration | |
| (No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name | Audit Date Time | This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. — (Jaw27, May 5 2014 11:52AM) Called out to streets at 604.829.4299 and provided hansen | This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to | User ID | Catagory |
| (No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Field Name LaganCaseDetails | Audit Date Time 2014/05/05 11:53 2014/05/05 11:53 | This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. — (Jaw27, May 5 2014 11:52AM) Called out to streets at 604.829.4299 and provided hansen number. 05/05/2014 11:53:23 AM 05/05/2014 11:54:00 AM | This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. | User ID | Catagory MCaseNotes |
| (No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name LaganCaseDetails IncidentDate | Audit Date Time 2014/05/05 11:53 2014/05/05 11:54 2014/05/05 11:55 | This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. — (Jaw27, May 5 2014 11:52AM) Called out to streets at 604.829.4299 and provided hansen number. 05/05/2014 11:53:23 AM 05/05/2014 11:54:00 AM 4352 | This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. 05/05/2014 11:49:38 AM | Integration Integration MEREDITH | Catagory MCaseNotes IlncidDate |
| (No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name LaganCaseDetails IncidentDate Review Date | Audit Date Time 2014/05/05 11:53 2014/05/05 11:54 2014/05/05 11:55 2014/05/05 11:55 2014/05/05 11:55 2014/05/04 | This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. — (Jaw27, May 5 2014 11:52AM) Called out to streets at 604.829.4299 and provided hansen number. 05/05/2014 11:53:23 AM 05/05/2014 11:54:00 AM 4352 | This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. 05/05/2014 11:49:38 AM | Integration Integration MEREDITH SOMMERFELD MEREDITH | Catagory MCaseNotes IlncidDate Hansen |
| (No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name LaganCaseDetails IncidentDate Review Date Inspector | Audit Date Time 2014/05/05 11:53 2014/05/05 11:54 2014/05/05 11:55 | This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. — (Jaw27, May 5 2014 11:52AM) Called out to streets at 604.829.4299 and provided hansen number. 05/05/2014 11:53:23 AM 05/05/2014 11:54:00 AM 4352 | This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. 05/05/2014 11:49:38 AM 01/01/0001 12:00 00 AM | User ID Integration Integration MEREDITH SOMMERFELD MEREDITH SOMMERFELD Integration | Catagory MCaseNotes IIncidDate Hansen Hansen |
| (No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name LaganCaseDetails IncidentDate Review Date Inspector ResolutionDateTime | Audit Date Time 2014/05/05 11:53 2014/05/05 11:53 2014/05/05 11:54 2014/05/05 11:55 2014/05/05 11:55 2014/07/04 14:58 | This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. — (Jaw27, May 5 2014 11:52AM) Called out to streets at 604.829.4299 and provided hansen number. 05/05/2014 11:53:23 AM 05/05/2014 11:54:00 AM 4352 | This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that was uneven as well. Please contact citizen when on site to confirm location. 05/05/2014 11:49:38 AM 01/01/0001 12:00 00 AM False This case has previously been reported Hansen number -684895. Crews may have just fixed a different area that | User ID Integration Integration MEREDITH SOMMERFELD MEREDITH SOMMERFELD Integration | Catagory MCaseNotes IIncidDate Hansen Hansen MCloseCase |

3/8

| 8 | | Service Request InfoViewer | |
|--------------------|--|--|------------------------|
| ResolutionDateTime | 2014/07/04 True 15:09 | False | Integration MCloseCase |
| IncidentDate | 2014/07/04 04/07/2014 3:09:47 PM 15:09 | 04/07/2014 2:58:01 PM | Integration IIncidDate |
| agan eForn | 1 | | |
| Lagan Deta | il | 1. Z. 1. 2. 1993. 1. 1. 1. 1 | A. A. B. B. C. |
| | different area that was uneven as | oorted Hansen number -684895. Crews may h well. Please contact citizen when on site to co Called out to streets at 604.829.4299 and prov er - Emergency** | onfirm location |
| | 2. If Other, provide details:Sidewa smooth causing hazard. | lk is sloping and the black patches are une | even and not |
| | 3. Is there a black patch on it?*Ye | s | |
| | 4. Is it safe?*No | | |
| | very uneven causing serious in | ail (in front of, beside, side of street, etc.):*Thi jury to a pedestrian twisting their knee and front of this buildings entrance on Melville | being taken |
| | 6. Is this request due to Motor Vel | nicle Accident?* No | |
| | 7. If Yes, provide details on license | e plate number or other details (if known): | |
| | 8. (Don't ask just record - Did calle | er indicate they want a call back?)* No | |
| | Lagan eForm Lagan Case Details | | |



2018/03/08 11:04

| | 779773 |
|-----------------------------|---|
| Request Type | RGenerallssue |
| Request type description | Street - General Issue |
| Request Date | 2015/01/22 09:00 |
| | 2015/01/22 08:58 |
| Lagan's ECM | |
| Update | 2015/01/22 00:00 |
| Incident Date | |
| Crew Assign Date | 2015/01/22 11:35 |
| | 2015/01/22 11:35 |
| Crew ID | |
| Crew Contact | 13592 |
| Reviewed | yes |
| Sub Type | B keRemovalAbandoned STUART MCMILLAN |
| Charges Explained | no |
| | Last 311 Update, where applicable |
| Follow-Up Date | and the second second second |
| Initiated By | |
| | Creator |
| | Dispatcher |
| 244 Colton | Alt Dispatcher |
| Alt Crew Contact | |

Information

Information

| 4 |
|--------------------|
| Medium |
| RO |
| Streets Operations |
| |
| 101005756140 |
| 2015/03/05 08:58 |
| |
| lagan |
| |
| |
| |
| |

Request Location

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE TOW

| 018 | Service Request InfoViewer | |
|--|----------------------------|--|
| Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction Cross Street Street 3 Name Street 3 Suffix Street 3 Post Direction City, Province, Postal Code State BC Postal Code | | |
| Location | | |
| Incident Details | | |
| Call Details | | |
| Call Duration 00:00:00 # of Calls 0 Taken By Taken by name Customer Contact Requested yes Notify Customer Regarding Service no Request Progress | | |
| Contact | | |
| First, MI Middle Initial Title Foreign no Address City State/Province ZIP/PC Country | | |
| Contact Phone Alternate Phone Fax Pager PIN E-mail Contact Type Other | | |
| Customer Comments s.22(1) | | |
| Other Calls (No Data) | | |
| Inspection | | |
| Inspector 13592 Inspector name Scheduled Due By Started Due By Completed Due By Resolved 2015/02/05 00:00 Due By Resolution description | | |
| Estimated days to complete 0 Service Request Inspections | | |

| Log Service Request Log Results Log Type Entered By Entered By Name Start Date To Comments LagnECM '1075' TYLER FIELD 2015002015 and Same Start Date To Comments Handcom '1075' TYLER FIELD 2015002016 8:3 An 2215 - Reinoved bis, will put in recycle bin - F Daily Attachments Attachments Attachments (No Data) Associations Linked Service Requests (No Data) Associated Work Orders (No Data) Request Details (Tab Not Loaded) Schedules Employees (No Data) Schedules Employees (No Data) Vehicles (No Data) Usage Readings (Tab Not Loaded) Usage Readings (Tab Not Loaded) Audit Log Audit Log Aud | | |
|--|---|--|
| Attachments (No Data) Associations Linked Service Requests (No Data) Associated Work Orders (No Data) Associated Asset Inspections (No Data) Associated Cases (No Data) Request Details (Tab Not Loaded) Schedules Employees (No Data) Fleet Equipment (No Data) Fleet Equipment (No Data) Usage Readings (Tab Not Loaded) Audit Log Audit Log Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old Value User ID Audit Catagory Field Name Audit Date Time New Value Old | Service Request Log Type Entered By Lagan ECM 19765 | Y Entered By Name Start Date To Comments TYLER FIELD 2015/01/22 11:35 Jan 22/15 - Referred to S. McMillan. |
| Linked Service Requests (No Data) Associated Work Orders (No Data) Associated Asset Inspections (No Data) Associated Cases (No Data) Request Details (Tab Not Loaded) Schedules Employees (No Data) Fleet Equipment (No Data) Plant Equipment (No Data) Plant Equipment (No Data) Vehicles (No Data) Usage Readings (Tab Not Loaded) Usage Readings (Tab Not Loaded) Audit Log Audit Log Field Name Audit Date Time New Value Old Value User ID Audit Catagory TYLER FIELD Harsen | Attachments | |
| (Tab Not Loaded) Schedules Employees (No Data) Fleet Equipment (No Data) Plant Equipment (No Data) Vehicles (No Data) Usage Readings (Tab Not Loaded) Audit Log Audit Log Field Name Audit Date Time New Value Old Value User ID Audit Catagory TyLER FIELD Hansen | Linked Service Re (No Data) Associated Work (No Data) Associated Asset (No Data) Associated Cases | Orders Inspections |
| Employees (No Data) Fleet Equipment (No Data) Plant Equipment (No Data) Vehicles (No Data) Usage Readings (Tab Not Loaded) Audit Log Audit Log Field Name Audit Date Time New Value Old Value User ID Audit Catagory TYLER FIELD Hansen | | |
| (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Audit Date Time New Value Old Value User ID Audit Catagory Inspector 2015/01/22 11:35 13592 TYLER FIELD Hansen | (No Data) Fleet Equipment (No Data) Plant Equipment (No Data) Vehicles | |
| Audit Log Audit Log Field Name Audit Date Time New Value Old Value User ID Audit Catagory Inspector 2015/01/22 11:35 13592 | | |
| Audit Log Field Name Audit Date Time New Value Old Value User ID Audit Catagory Inspector 2015/01/22 11:35 13592 Tyler Field Hansen Tyler Field Hansen | Audit Log | |
| | Audit Log Field Name Audit I Inspector 2015/01/22 | 11:35 13592 TYLER FIELD Hansen |
| Lagan eForm | Lagan eForm | |
| Lagan Detail 1. Type of Inquiry:*Bike Removal (Abandoned & Locked to City Property) 2. If Other, provide details: 3. Descr be the issue in detail:*Blue, Sears, Free Spirit bike has been locked to the bike rack for about 3 months now. Caller is a bike messenger and said that this bike hasn't moved in all that time. Please have it removed. 4. Is this request due to Motor Vehicle Accident?* No 5. If Yes, provide details on license plate number or other details (if known): 6. (Don't ask just record - Did caller indicate they want a call back?)*No Lagan eForm | 1 2 3 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 | If Other, provide details: Descr be the issue in detail:*Blue, Sears, Free Spirit bike has been locked to the bike ack for about 3 months now. Caller is a bike messenger and said that this bike hasn't noved in all that time. Please have it removed. Is this request due to Motor Vehicle Accident?* No If Yes, provide details on license plate number or other details (if known): (Don't ask just record - Did caller indicate they want a call back?)*No |

http://hansen/PROD84/HFrame.htm?view=%2fPROD84%2fCRM%2fSRInfoViewer.aspx&monk=Hansen.CRM.SRInfoViewerChildApplet&apid=Hansen... 4/4



Service Request # R Request Type Request type description Request Date Call Date Lagan's ECM Update Incident Date 2015/04/27 11:45 MajorLog 2015/04/28 17:45

| Incident Date | 2015/04/28 17:45 |
|--------------------------------|--|
| Crew Assign Date | 2015/04/27 12:02 |
| | 2015/04/27 12:02 |
| Crew ID | REM505 |
| Crew Contact | 17031 |
| Reviewed | yes |
| Sub Type | and the second sec |
| | PAUL HOGAN |
| Charges Explained | no |
| | Last 311 Update, where applicable |
| Follow-Up Date Initiated By | |
| | Road Emergency Crew Callout 505 Creator |
| | Dispatcher |
| | Alt Dispatcher |
| | |

Alt Crew Contact

Information

110

Information

| (in striftstars ti | |
|---------------------------------------|--------------------|
| Zone. Area description Sub-area | |
| Sub-area description | |
| Beat | |
| District description | |
| Auto Beat | |
| Priority | |
| Priority description | Medium |
| Responsibility | RO |
| Responsibility description | Streets Operations |
| Project | |
| Project description | Martin and |
| 311 Case # | 101006122195 |
| Source | GREENDLAN IN TH |
| Due Date | 2015/04/30 11:45 |
| Ext Reference # | |
| Ref Type | 11.11 |
| Lagan CSR Name | lagan |
| Method | |
| Designation | |
| Frequency | |
| Cleaning Zone | |
| | |

Request Location

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

http://hansen/PROD84/HFrame.htm?view=%2fPROD84%2fCRM%2fSRInfoViewer.aspx&monk=Hansen_CRM.SRInfoViewerChildApplet&apid=Hansen____1

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| 3 | 8 | 12 | 0 | 1 | 8 |
|---|---|----|---|---|---|
| | - | - | - | | - |

Service Request InfoViewer

| 118 | | Service Request InfoViewer | |
|-----------------------------------|--------------------------------|----------------------------|----|
| Subdesignation Cross Street | ROYAL CENTRE TOW | 100101-07-07-02-040 | 11 |
| Street 2 Name Street 2 Suffix | | | |
| Street 2 Post | | | |
| Direction Cross Street | | | |
| Street 3 Name Street 3 Suffix | | | |
| Street 3 Post Direction | 10 | | |
| City, Province, Postal Code | Vancouver | | |
| State | BC | | |
| Postal Code Location | | | |
| Incident Details | | | |
| Call Details | 1.00 | | |
| Call Duration 00 | | | |
| # of Calls 0 Taken By | | | |
| Taken by name Customer Contact | 20 | | |
| Requested Ve Notify Customer | es | | |
| Regarding Service no | o | | |
| Request Progress Contact | | | |
| Name | 2015 April | | |
| First, MI Middle Initial | Anonymous | | |
| Title | | | |
| Foreign Address | | | |
| City State/Province | | | |
| ZIP/PC Country | | | |
| Contact Phone | 11. I | | |
| Alternate Phone Fax | | | |
| Pager PIN | | | |
| E-mail | lane and | | |
| Contact Type | Other | | |
| Customer Comr | nents 2015 April, Anonymous | | |
| Other Calls | 2013 April, Anonymous | | |
| (No Data) | | | |
| nspection | | | |
| Inspector 17 Inspector name P/ | 7031 AUL HOGAN | | |
| Scheduled | | | |
| Due By Started | | | |
| Due By Completed | | | |
| Due By | 015/04/28 00:00 | | |
| Due By | | | |
| Resolution 10 Resolution S | D ervice Provided | | |
| description | STAICS LOVIDED | | |
| Estimated days to complete | In the set of the set | | |
| Service Request | inspections | | |

| Audit Log Field Name Inspector Crew Id Review Date LaganEForm LaganCaseDetails IncidentDate | 2015/04/27 12 02 2015/04/27 12 02 2015/04/27 12 02 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 2015/04 | 01/01/0001 12 00:00 AM 5.22(1) 27/04/2015 11:46 00 AM | FIELD TYLER FIELD Integration | Hansen Hansen IEFormPage MCaseNotes IIncidDate |
|--|---|--|--|--|
| Field Name Inspector Crew Id Review Date LaganEForm LaganCaseDetails | 2015/04/27 12 02 2015/04/27 12 02 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 2015/04 | 12 00:00 AM 5.22(1) 27/04/2015 | FIELD TYLER FIELD Integration | Hansen IEFormPage MCaseNotes |
| Field Name Inspector Crew Id Review Date LaganEForm | 2015/04/27 12 02 2015/04/27 12 02 2015/04/28 12 02 2015/04/28 17:45 2015/04/28 17:45 2015/04/28 Caller: 5:22(1) – (AVJC2, Apr 28 2015 5:44PM) Another citizen emailed in about this: Outside the Royal Bank at 1025 West Georgia, there are 2-3 metal street barricades left behind from the Sun Run. Parts | 12 00:00 AM | FIELD TYLER FIELD Integration | Hansen IEFormPage |
| Field Name Inspector Crew Id Review Date | 2015/04/27 12 02 2015/04/27 12 02 27/04/2015 12:02:00 PM 2015/04/28 | | FIELD TYLER FIELD | Hansen |
| Field Name Inspector Crew Id | 2015/04/27 REM505 12 02 | | FIELD | |
| Field Name | | | TYLER | Hansen |
| Field Name | 2015/04/27 17031 | | FIELD | |
| Field | Time | Value | TYLER | Catagory Hansen |
| | Audit Date New Value | Old | | Audit |
| Audit Log | | | | |
| Audit Log | | | | |
| Jsage Rea (Tab Not Loaded | | | | |
| Schedules Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) | | | | |
| Request De | | | | _ |
| (No Data) Associated (No Data) | Cases | | | |
| (No Data) | Work Orders Asset Inspections | | | |
| | s vice Requests | | | |
| Attachment Attachmen ^(No Data) | | | | |
| | tered By Entered By Name Start Date To Comments 5 TYLER FIELD 2015/04/27 12:02 Apr 27/15 - Referred to Crew 505. | | | |
| Log Service Re Log Type Er Lagan ECM 197 ResolComm 197 | quest Log Results | | | |

| 8/8/2018 | Service Request InfoViewer | |
|----------|--|---|
| 111 | 1. Type of complaint:*Construction Materials | 1 |
| | 2. If Other, provide details: | |
| | 3.Describe the issue in detail:*Barricade left behind possibly from Sun Run. It is in front of RBC Bank. | |
| | 4. Type of construction work:*Sidewalk | |
| | 5. If Other, provide details: | |
| | 6. (Was Road Ahead and Minor Construction Crew List checked?)* Yes | |
| | 7. (Provide any relevant information found on Road Ahead and/or Minor Construction Crew List):*n/a | |
| | 8. (Don't ask just record - Did caller indicate they want a call back?)*No | |
| | Lagan eForm Lagan Case Details | a |



Service Request # R 871446 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2015/09/25 10:35 Call Date 2015/09/25 08:46 Lagan's ECM Update Incident Date 2015/09/25 10:35 Crew Assign Date 2015/09/25 10:58 2015/09/25 10:59 Crew ID Crew Contact 5420 Reviewed yes Sub Type xSidewalkBrokeInjury MARCO BIAGINI Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

Information

Alt Crew Contact

Information

| Zone | |
|-----------------------------------|--------------------|
| Area description | |
| Sub-area | |
| Sub-area description Beat | |
| District description Auto Beat | |
| | 4 |
| Priority | 4 |
| Priority description | Medium |
| Responsibility | RO |
| Responsibility description | Streets Operations |
| Project | |
| Project description | 404000700044 |
| 311 Case # | 101006769511 |
| Source | |
| Due Date | 2015/09/30 08:46 |
| Ext Reference # | |
| Ref Type | |
| Lagan CSR Name | ENISCB |
| Method | |
| Designation | |
| Frequency | |
| Cleaning Zone | |
| Cleaning Zone | |

Request Location

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

Address type Address Street # 1055 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE MAL

| 2018 | Service Request InfoViewer | |
|---|--|--|
| Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction Cross Street Street 3 Name Street 3 Name Street 3 Suffix Street 3 Post Direction City, Province, Postal Code State Postal Code | Vancouver BC | |
| Incident Details | Dispatched to Streets Truck C1203 on Sept 25/15 at 08:55 | |
| Notify Customer Regarding Service | 95 | |
| Request Progress Contact | | |
| First, MI Middle Initial Title Foreign Address | no 219-1055 W GEORGIA ST Vancouver BC | |
| Contact Phone Alternate Phone Fax Pager PIN E-mail Contact Type | | |
| Customer Comr | | |
| Other Calls (No Data) | Brookfield Properties (Vancouver) Ltd | |
| Due By Resolution 10 | ARCO BIAGINI 015/09/25 00:00) ervice Provided | |

3

| 018 (No Data) | Service Request InfoViewer |
|---|--|
| Log Service Re | Pequest Log Results Intered By Entered By Name Start Date To Comments 201 OLIVER THOMAS 2015/09/25 10:58 2015/09/25 10 58 Dispatched to Streets Truck C1203 on Sept 25/15 at 08 55 |
| Attachmen Attachmer (No Data) | |
| Association | 15 |
| Linked Set (No Data) Associated Work Order 669855 | a Work Orders # Milestone Activity Schedule Date Completed Date Asset Unit ID RSwReact 2015/09/25 00:00 Sidewalk 95698 d Asset Inspections |
| Request D (Tab Not Loade | |
| Employees (No Data) Fleet Equi (No Data) Plant Equi (No Data) Vehicles (No Data) | pment |
| Usage Rea (Tab Not Loade | |
| Audit Log | |
| Audit Log Audit Log Field Nam Inspector Review Date Resolved | |
| Lagan eFo | rm |
| Lagan De | tail (AVNS, Sep 25 2015 8:56AM) notifed streets traffic electrical - Ollie Type of sidewalk problem: Broken Causing Personal Injury** If Other, provide details: Is there a black patch on it? No Is it safe? No Descr be issue in detail (in front of, beside, side of street, etc.): In front of the Royal Bank at 1055 W Georgia the sidewalk is cracked and some of it is sunken in. People coming into the bank have almost tripped. Is this request due to Motor Vehicle Accident? No |

Service Request InfoViewer

7. If Yes, provide details on license plate number or other details (if known):

8. (Don't ask just record - Did caller indicate they want a call back?) No



Service Request # R 913249 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2016/01/20 12:07 Call Date 2016/01/20 12:05 Lagan's ECM MajorLog Update Incident Date 2016/01/20 12:10 Crew Assign Date 2016/01/20 12:11 2016/01/20 12:08 Crew ID Crew Contact 5420 Reviewed yes Sub Type xSidewalkBrokelnjury MARCO BIAGINI Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

Alt Crew Contact

Information

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| Medium |
| RO |
| Ctracto Onerationa |
| Streets Operations |
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| |
| 101007204074 |
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| 2016/01/25 12:05 |
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| lagan |
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Request Location

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE TOW

| 018 | Service Request InfoViewer | |
|---|---|--|
| i ootai o | ame uffix Post tion reet ame uffix Post tion nce, Vancouver tate BC code | |
| Incident Deta | ils Dispatched to Streets Truck 1203 at 12:10 on Jan 20/16 | |
| Call Details Call Duration # of Calls Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service Request Progress | yes no | |
| Contact | | |
| First Middle Ir For Addu State/Provi ZIP | nitial Title eign no ress City | |
| Alternate Ph Pa E- | s.22(1) Fax ager PIN mail Type Other | |
| Customer Co | mments s.22(1) | |
| Other Calls (No Data) | | |
| Scheduled Due By Started Due By Completed Due By | MARCO BIAGINI 2016/01/20 00:00 10 Service Provided | |

| | the second se | | ments hed to Streets Truck 1203 | at 12:10 on Jan 20/16 | |
|---|--|--|---|--|--|
| Attachmen Attachmei (No Data) | | | | | |
| Associatio | ns | | | | |
| (No Data) Associate Work Order 710484 | d Asset Inspe | S tivity Schedule Date Completed Date As vReact 2016/01/20 00:00 Sid | sset Unit ID ewalk 95698 | | |
| Request D (Tab Not Loade | | | | | |
| Schedules | | | | | |
| Fleet Equi (No Data) Plant Equ (No Data) | | | | | |
| | | | | | |
| (No Data) Usage Rea (Tab Not Loade | | | | | |
| (No Data) Usage Rea (Tab Not Loade Audit Log | ed) | | | | |
| (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log | ed) | | | | |
| (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field | ed) I G Audit Date | New Value | Old Value | User ID | Audit |
| (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log | 5d) | New Value 20/01/2016 12:08:00 PM | Old Value 01/01/0001 12 00:00 AM | User ID MYEONGHWA PARRY Integration | Audit Catagory Hansen IEFormPage |
| (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name Review Date LaganEForm | ed) J Audit Date Time 2016/01/20 12:08 | | 01/01/0001 12 00:00 | MYEONGHWA PARRY | Catagory Hansen |
| (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name Review Date LaganEForm | ed) Audit Date Time 2016/01/20 12:08 2016/01/20 12:10 | 20/01/2016 12:08:00 PM — (AVLYK, Jan 20 2016 12:08PM) Called 84299 to dispatch | 01/01/0001 12 00:00 | MYEONGHWA PARRY Integration | Catagory Hansen IEFormPage |
| (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name Review Date LaganEForm LaganCaseDeta | ed) Audit Date Time 2016/01/20 12:08 2016/01/20 12:10 Ils 2016/01/20 12:10 | 20/01/2016 12:08:00 PM — (AVLYK, Jan 20 2016 12:08PM) Called 84299 to dispatch issue | 01/01/0001 12 00:00 AM 20/01/2016 12 07:00 | MYEONGHWA PARRY Integration Integration | Catagory Hansen IEFormPage MCaseNotes |
| (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name Review Date LaganEForm LaganCaseDeta IncidentDate Inspector Resolved | ed) Audit Date Time 2016/01/20 12:08 2016/01/20 12:10 2016/01/20 12:10 2016/01/20 12:10 2016/02/10 07:40 2016/02/11 10 51 | 20/01/2016 12:08:00 PM — (AVLYK, Jan 20 2016 12:08PM) Called 84299 to dispatch issue 20/01/2016 12:10:50 PM 5420 | 01/01/0001 12 00:00 AM 20/01/2016 12 07:00 PM | MYEONGHWA PARRY Integration Integration TyLER FIELD | Catagory Hansen IEFormPage MCaseNotes IIncidDate Hansen |
| (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name Review Date LaganEForm LaganCaseDeta IncidentDate Inspector Resolved | ed) Audit Date Time 2016/01/20 12:08 2016/01/20 12:10 2016/01/20 12:10 2016/01/20 12:10 2016/02/10 07:40 2016/02/11 10 51 | 20/01/2016 12:08:00 PM — (AVLYK, Jan 20 2016 12:08PM) Called 84299 to dispatch issue 20/01/2016 12:10:50 PM 5420 | 01/01/0001 12 00:00 AM 20/01/2016 12 07:00 PM | MYEONGHWA PARRY Integration Integration TyLER FIELD | Catagory Hansen IEFormPage MCaseNotes IIncidDate Hansen |
| (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name Review Date LaganEForm LaganCaseDeta IncidentDate Inspector | ed) Audit Date Time 2016/01/20 12:08 2016/01/20 12:10 2016/01/20 12:10 2016/01/20 12:10 2016/02/10 07:40 2016/02/11 10 51 | 20/01/2016 12:08:00 PM — (AVLYK, Jan 20 2016 12:08PM) Called 84299 to dispatch issue 20/01/2016 12:10:50 PM 5420 | 01/01/0001 12 00:00 AM 20/01/2016 12 07:00 PM False | MYEONGHWA PARRY Integration Integration TyLER FIELD | Catagory Hansen IEFormPage MCaseNotes IIncidDate Hansen |
| (No Data) Usage Rea (Tab Not Loade Audit Log Audit Log Audit Log Field Name Review Date LaganEForm LaganCaseDeta IncidentDate Inspector Resolved | ed) Audit Date Time 2016/01/20 12:08 2016/01/20 12:10 2016/01/20 12:10 2016/02/10 07:40 2016/02/11 10 51 orm etail (AVLY) 1. Type o 2. If Othe | 20/01/2016 12:08:00 PM | 01/01/0001 12 00:00 AM 20/01/2016 12 07:00 PM False | MYEONGHWA PARRY Integration Integration TYLER FIELD SARAH KIM | Catagory Hansen IEFormPage MCaseNotes IIncidDate Hansen |

| 3/8/2018 | Service Request InfoViewer | |
|----------|--|--|
| | 4. Is it safe? No | |
| | 5. Descr be issue in detail (in front of, beside, side of street, etc.): She said she fell yesterday after tripping on the uneven pavement in front of the Royal Bank close to the corner of Burrard St. She was able to see the sidewalk was uneven this morning while walking to work. | |
| | 6. Is this request due to Motor Vehicle Accident? No | |
| | 7. If Yes, provide details on license plate number or other details (if known): | |
| | 8. (Don't ask just record - Did caller indicate they want a call back?) No | |
| | Lagan eForm Lagan Case Details | |



Service Request # R 929548 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2016/03/01 15:03 Call Date 2016/03/01 15:01 Lagan's ECM Update Incident Date 2016/03/01 15:03 Crew Assign Date 2016/03/02 12:42 2016/03/02 07:03 Crew ID Crew Contact 4967 Reviewed yes Sub Type Other RON BORGER Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

Information

Alt Crew Contact

Information

| 4 |
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| Medium |
| RO |
| Streets Operations |
| Sueers Operations |
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| |
| 101007381324 |
| |
| 2016/03/04 15:01 |
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| |
| lagan |
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| |
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| |

Request Location

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

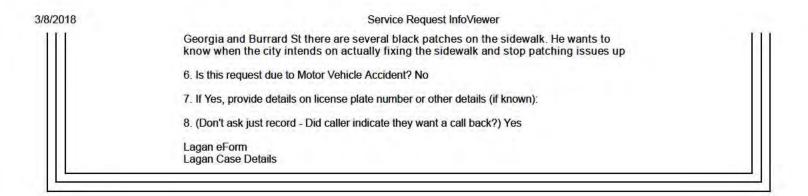
Address type Intersection Pre Dir Street Name BURRARD ST Suffix Inter Post Dir Compass Dir Cross Street

http://hansen/PROD84/HFrame.htm?view=%2fPROD84%2fCRM%2fSRInfoViewer.aspx&monk=Hansen_CRM.SRInfoViewerChildApplet&apid=Hansen_____

1/4

Service Request InfoViewer

| _og Service | Rea | uest Log Res | | | |
|---|--|---|--|---|------|
| | | uest Lou Res | ults | | |
| Log | | d Entered By Name | Ctart | To Comments | |
| Lagan ECM | | TYLER FIELD | 2016/03/02 07:03 | Mar 2/16 - Referred to B. Vistaunet. | |
| Lagan ECM | 22693 | TYLER FAHMI | 2016/03/02 12:42 | Mar 2/16 - Refer downtown locations to R Borger - B Vistaunet Mar 3/16 - Referred to R Borger | |
| ResolComm | 19765 | TYLER FIELD | 2016/03/14 10:11 | Mar 7/16 - I called this gentleman today and explained that fillet material is our standard repair method on s/w trips of the s/w is in good condition R. Borger | Most |
| Attachm | nents | | | | |
| Attachr (No Data) | nents | | | | |
| Associa | tions | | | | |
| (No Data) Associa (No Data) | ated V ated A | ce Requests Vork Orders Asset Inspecti Cases | ions | | |
| Reques | | ails | | | |
| Schedu | 1 | | | | |
| Employ (No Data) Fleet E | /ees | nent | | | |
| Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle | /ees quipn iquipn | | | | |
| Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage I | /ees quipn quipn quipn s Readi | nent | | | |
| Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage f (Tab Not L | /ees quipn quipn s Readi oaded) | nent | | | |
| Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage I (Tab Not L | /ees quipn quipn s Readi oaded) Dg | nent | | | |
| Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage I (Tab Not L Audit Lo | /ees quipn quipn s Readi oaded) Dg | nent | | | |
| Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage f (Tab Not L Audit Lo Audit L | vees quipn quipn quipn s readi oaded) Dg Log Log Log Vame A 2 2 2 | nent | 3975 | alue Old Value User ID Audit Catagory TYLER FIELD Hansen 7:03 00 AM 01/01/0001 12 00:00 AM TYLER FIELD Hansen 3975 TYLER FAHM Hansen False TYLER FIELD Hansen | |
| Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage f (Tab Not L Audit Lo Audit Lo Audit L Field N Inspector Review Da Inspector Resolved | /ees quipn quipn cquipn es Readi oaded) Dg Log Log Jame / Jame / 2 2 2 | Audit Date Time 016/03/02 07 03 016/03/02 07 03 016/03/02 12:43 016/03/14 10:11 | 3975 02/03/2016 7: 4967 | TYLER FIELD Hansen 7:03 00 AM 01/01/0001 12 00:00 AM TYLER FIELD Hansen 3975 TYLER FAHMI Hansen | |
| Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage f (Tab Not L Audit Lo Audit Lo Audit L Field N Inspector Review Da Inspector Resolved | /ees quipn quipn cquipn es Readi oaded) Dg Log Log Jame / 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 | Audit Date Time 016/03/02 07 03 016/03/02 07 03 016/03/02 12:43 016/03/14 10:11 | 3975 02/03/2016 7: 4967 | TYLER FIELD Hansen 7:03 00 AM 01/01/0001 12 00:00 AM TYLER FIELD Hansen 3975 TYLER FAHMI Hansen | |
| Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage I (Tab Not L Audit Lo Audit Lo Audit L Field N Inspector Review Da Inspector Resolved | /ees quipn quipn cquipn es Readi oaded) Dg Log Log Jame / 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 | Audit Date Time 016/03/02 07 03 016/03/02 07 03 016/03/02 12:43 016/03/14 10:11 | 3975 02/03/2016 7: 4967 True | TYLER FIELD Hansen 7:03 00 AM 01/01/0001 12 00:00 AM TYLER FIELD Hansen 3975 TYLER FAHMI Hansen False TYLER FIELD Hansen | |
| Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage I (Tab Not L Audit Lo Audit Lo Audit L Field N Inspector Review Da Inspector Resolved | /ees quipn quipn cquipn es Readi oaded) Dg Log Log Jame / 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 | Audit Date Time 016/03/02 07 03 016/03/02 07 03 016/03/02 12:43 016/03/02 12:43 016/03/14 10:11 | 3975 02/03/2016 7: 4967 True | TYLER FIELD Hansen 7:03 00 AM 01/01/0001 12 00:00 AM TYLER FIELD Hansen 3975 TYLER FAHMI Hansen False TYLER FIELD Hansen | |
| Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage I (Tab Not L Audit Lo Audit Lo Audit L Field N Inspector Review Da Inspector Resolved | /ees quipn quipn cquipn es Readi oaded) Dg Log Log Jame / 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 | Audit Date Time 016/03/02 07 03 016/03/02 07 03 016/03/02 12:43 016/03/02 12:43 016/03/14 10:11 | 3975 02/03/2016 7: 4967 True | TYLER FIELD Hansen 7:03 00 AM 01/01/00001 12 00:00 AM TYLER FIELD Hansen 3975 TYLER FAHMI Hansen False TYLER FIELD Hansen blem: Other ails:Patches of asphalt on the sidewalk in front of the Royal bank | |
| Employ (No Data) Fleet E (No Data) Plant E (No Data) Vehicle (No Data) Jsage I (Tab Not L Audit Lo Audit Lo Audit L Field N Inspector Review Da Inspector Resolved | /ees quipn quipn cquipn es Readi oaded) Dg Log Log Jame / 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 | Audit Date Time 016/03/02 07 03 016/03/02 07 03 016/03/02 12:43 016/03/14 10:11 1 1 1 1 1 1. Type of sid 2. If Other, pr | 3975 02/03/2016 7: 4967 True lewalk prob ovide detail | TYLER FIELD Hansen 7:03 00 AM 01/01/00001 12 00:00 AM TYLER FIELD Hansen 3975 TYLER FAHMI Hansen False TYLER FIELD Hansen blem: Other ails:Patches of asphalt on the sidewalk in front of the Royal bank | |





Service Request # R 936386 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2016/03/21 08:26 Call Date 2016/03/21 08:25 Lagan's ECM Update Incident Date 2016/03/21 08:26 Crew Assign Date 2016/03/21 12:10 2016/03/21 12:11 Crew ID Crew Contact 5420 Reviewed yes Sub Type SidewalkUneven MARCO BIAGINI Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

Alt Crew Contact Information

Information

| Zone Area description | |
|---|--------------------|
| Sub-area | |
| Sub-area description Beat | |
| District description Auto Beat | |
| Priority | 4 |
| Priority description | Medium |
| Responsibility | RO |
| Responsibility description | Streets Operations |
| Project Project description | 404007425004 |
| 311 Case # Source | 101007465391 |
| Due Date Ext Reference # Ref Type | 2016/03/24 08:30 |
| Lagan CSR Name Method Designation Frequency Cleaning Zone | lagan |

Request Location

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE TOW

| 018 | Service Request InfoViewer |
|---|----------------------------|
| Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction Cross Street Street 3 Name Street 3 Name Street 3 Suffix Street 3 Post Direction City, Province, Postal Code Location | |
| Incident Details | |
| Call Details Call Duration 00:00:00 # of Calls 0 Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service no Request Progress | |
| Contact | |
| Name 2016 March First, MI Anonymous Middle Initial Title Foreign no Address City State/Province ZIP/PC Country | |
| Contact Phone Alternate Phone Fax Pager PIN E-mail Contact Type Other | |
| Customer Comments 2016 March, Anonymous | |
| Other Calls (No Data) | |
| Inspection Inspector name MARCO BIAGINI Scheduled Due By Started Due By Completed Due By Resolved 2016/03/23 00:00 Due By Resolution 10 Resolution description Estimated days to complete Service Request Inspections (No Data) | |

| | uest Log Resu ered By Entered E TYLER FIELD | | | ents Referred to M. Biagir | ň. | |
|---|--|--|---|---|---|--|
| Attachments | | | | | | |
| Attachments (No Data) | 3 | | | | | |
| (No Data) Associated V Work Order # 725794 | ice Requests Work Orders Milestone Activity RSWReact Asset Inspectio | | Completed Da 2016/03/23 00:00 | ate Asset Un Sidewalk 9569 | | |
| Request Det (Tab Not Loaded) | | | | | | |
| (No Data) Fleet Equipr | nent | | | | | |
| (No Data) Plant Equipr (No Data) Vehicles (No Data) | nent | | | | | |
| Plant Equipr (No Data) Vehicles (No Data) | ings | | | | | |
| Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) | ings | | | | | |
| Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Review Date | Audit Date Time I 2016/03/21 12:11 | 5420 21/03/2016 12:11 00 PM 0 | 1/01/0001 12 00:00 AM | User ID Tyler Field Tyler Field Melissa Pio Roda | Audit Catagory Hansen Hansen Hansen | |
| Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Review Date Resolved | ings Audit Date Time I 2016/03/21 12:11 2 2016/03/29 09:48 1 | 5420 21/03/2016 12:11 00 PM 0 | 1/01/0001 12 00:00 AM | TYLER FIELD | Hansen Hansen | |
| Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Review Date Resolved | ings Audit Date Time I 2016/03/21 12:11 2 2016/03/29 09:48 1 | 5420 21/03/2016 12:11 00 PM 0 | 1/01/0001 12 00:00 AM | TYLER FIELD | Hansen Hansen | |
| Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Review Date Resolved | ings Audit Date Time I 2016/03/21 12:11 2016/03/21 12:11 2016/03/29 09:48 1 0 | 5420 21/03/2016 12:11 00 PM 0 | 1/01/0001 12 00:00 AM Alise | TYLER FIELD | Hansen Hansen | |
| Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Review Date Resolved | ings Audit Date Time I 2016/03/21 12:11 2016/03/21 12:11 2016/03/29 09:48 1 0 | 5420 21/03/2016 12:11 00 PM 0 True F ewalk problem: Unev | 1/01/0001 12 00:00 AM Alise | TYLER FIELD | Hansen Hansen | |
| Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Review Date Resolved | Audit Date Time I 2016/03/21 12:11 2 2016/03/21 12:11 2 2016/03/29 09:48 1 0 1 1. Type of side 2. If Other, pro | 5420 21/03/2016 12:11 00 PM 0 True F ewalk problem: Unev | 1/01/0001 12 00:00 AM Alise | TYLER FIELD | Hansen Hansen | |
| Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Review Date Resolved | Audit Date Time I 2016/03/21 12:11 2 2016/03/21 12:11 2 2016/03/29 09:48 1 0 1 1. Type of side 2. If Other, pro | 5420 21/03/2016 12:11 00 PM 0 True F ewalk problem: Unev vide details: ack patch on it? No | 1/01/0001 12 00:00 AM Alise | TYLER FIELD | Hansen Hansen | |
| Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Review Date Resolved | Audit Date Time I 2016/03/21 12:11 2016/03/21 12:11 2016/03/21 12:11 2016/03/29 09:48 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 5420 21/03/2016 12:11 00 PM 0 True F ewalk problem: Unev vide details: ack patch on it? No o sue in detail (in front | alse en of, beside, side of er there's a need | TYLER FIELD TYLER FIELD MELISSA PIO RODA street, etc.): Ret to fix sidewalk | Hansen Hansen Hansen Ceived via twitter from at 1025 West Georgia | |
| Plant Equipr (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded) Audit Log Audit Log Field Name Inspector Review Date Resolved | Audit Date Time I 2016/03/21 12:11 2 2016/03/21 12:11 2 2016/03/29 09:48 1 n ail 1. Type of side 2. If Other, pro 3. Is there a bl 4. Is it safe? N 5. Descr be iss @lifemovesca big lip. Trippe | 5420 21/03/2016 12:11 00 PM 0 True F ewalk problem: Unev vide details: ack patch on it? No o sue in detail (in front a: @CityofVancouv | of, beside, side of er there's a need uses. Dangerous | TYLER FIELD TYLER FIELD MELISSA PIO RODA street, etc.): Ret to fix sidewalk | Hansen Hansen Hansen Ceived via twitter from at 1025 West Georgia | |

8. (Don't ask just record - Did caller indicate they want a call back?) No



Service Request # R 971253 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2016/06/09 08:46 Call Date 2016/06/09 08:45 Lagan's ECM Update Incident Date 2016/06/09 08:46 Crew Assign Date 2016/06/09 08:58 2016/06/09 08:58 Crew ID Crew Contact 5420 Reviewed yes Sub Type Other MARCO BIAGINI Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

Information

Alt Crew Contact

Information

| Zone | |
|-----------------------------------|--------------------|
| Area description | |
| Sub-area | |
| Sub-area description Beat | |
| District description Auto Beat | |
| Priority | 4 |
| Priority description | Medium |
| Responsibility | RO |
| Responsibility description | Streets Operations |
| Project | |
| Project description | |
| 311 Case # | 101007878287 |
| Source | L'andrew Contract |
| Due Date | 2016/06/14 08:45 |
| Ext Reference # | |
| Ref Type | A lost |
| Lagan CSR Name | lagan |
| Method | |
| Designation | |
| Frequency | |
| Cleaning Zone | |

Operations

Request Location

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE TOW

| 2018 | Service Request InfoViewer |
|--|----------------------------|
| Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction Cross Street Street 3 Name Street 3 Name Street 3 Post Direction City, Province, Postal Code Location | |
| Incident Details | |
| Call Details | |
| Call Duration 00:00:00 # of Calls 0 Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service no Request Progress | |
| Contact | |
| Name First, MI Middle Initial Title Foreign Address City State/Province ZIP/PC Country | |
| Contact Phone 5.22(1) Alternate Phone Fax Pager PIN E-mail Contact Type Other | |
| Customer Comments s.22(1) | |
| Other Calls (No Data) | |
| Inspection | |
| Inspector name MARCO BIAGINI Scheduled Due By Started Due By Completed Due By Resolved 2016/06/17 00:00 Due By Resolution 24 Resolution description Estimated days to complete | |
| Service Request Inspections (No Data) | |

| | st Log Results |
|--|---|
| and the second sec | d By Entered By Name Start Date To Comments |
| Lagan ECM 22693 ResolComm 23305 | TYLER FAHMI 2016/06/09 08:58 Jun 9/16 - Referred to M Biagini SARAH KIM 2016/06/20 10:22 Jun 17/16 - (F. Mezzomo) No issues found. |
| Attachments | |
| Attachments | |
| (No Data) | |
| Associations | |
| Linked Service | Requests |
| (No Data) | |
| Associated Wo (No Data) | TK OIDEIS |
| Associated Ass | set Inspections |
| (No Data) Associated Ca | ses |
| (No Data) | |
| Request Details | 3 |
| (Tab Not Loaded) | |
| Schedules | |
| Employees (No Data) | |
| Fleet Equipme | nt |
| (No Data) | |
| Plant Equipme (No Data) | in the second |
| Vehicles | |
| (No Data) | |
| Usage Reading | S |
| (Tab Not Loaded) | |
| Audit Log | |
| Audit | |
| Audit Log | |
| Audit Log | |
| Audit Log Field Name Aud | dit Date Time New Value Old Value User ID Audit Catagory |
| Audit Log Field Name Aud Inspector 2016/ | Dit Date Time New Value Old Value User ID Audit Catagory 06/09 08 58 5420 TYLER FAHMI Hansen 06/09 08 58 09/06/2016 8:58 00 AM 01/01/0001 12 00:00 AM TYLER FAHMI Hansen |
| Audit Log Field Name Aud Inspector 2016/ Review Date 2016/ | 06/09 08 58 5420 TYLER FAHMI Hansen |
| Audit Log Field Name Aud Inspector 2016/ Review Date 2016/ Resolved 2016/ | 06/09 08 58 5420 TYLER FAHMI Hansen 06/09 08 58 09/06/2016 8:58 00 AM 01/01/0001 12 00:00 AM TYLER FAHMI Hansen |
| Audit Log Field Name Aud Inspector 2016/ Review Date 2016/ Resolved 2016/ | 06/09 08 58 5420 TYLER FAHMI Hansen 06/09 08 58 09/06/2016 8:58 00 AM 01/01/0001 12 00:00 AM TYLER FAHMI Hansen |
| Audit Log Field Name Aud Inspector 2016/ Review Date 2016/ Resolved 2016/ Lagan eForm | 06/09 08 58 5420 TYLER FAHMI Hansen 06/09 08 58 09/06/2016 8:58 00 AM 01/01/0001 12 00:00 AM TYLER FAHMI Hansen |
| Audit Log Field Name Aud Inspector 2016/ Review Date 2016/ Resolved 2016/ Lagan eForm | 06/09 08 58 5420 TYLER FAHMI Hansen 06/09 08 58 09/06/2016 8:58 00 AM 01/01/0001 12 00:00 AM TYLER FAHMI Hansen 06/20 10 23 True False SARAH K M Hansen |
| Audit Log Field Name Aud Inspector 2016/ Review Date 2016/ Resolved 2016/ Lagan eForm | 06/09 08 58 5420 TYLER FAHMI Hansen 06/09 08 58 09/06/2016 8:58 00 AM 01/01/0001 12 00:00 AM TYLER FAHMI Hansen 06/20 10 23 True False SARAH K M Hansen 1. Type of sidewalk problem:Other |
| Audit Log Field Name Aud Inspector 2016/ Review Date 2016/ Resolved 2016/ Lagan eForm | 06/09 08 58 5420 TYLER FAHMI Hansen 06/09 08 58 09/06/2016 8:58 00 AM 01/01/0001 12 00:00 AM TYLER FAHMI Hansen 06/20 10 23 True False SARAH K M Hansen 1. Type of sidewalk problem:Other 2. If Other, provide details:chipped pieces on the sidewalk and missing |
| Audit Log Field Name Aud Inspector 2016/ Review Date 2016/ Resolved 2016/ Lagan eForm | 1. Type of sidewalk problem:Other 2. If Other, provide details:chipped pieces on the sidewalk and missing 3. Is there a black patch on it?No |
| Audit Log Field Name Aud Inspector 2016/ Review Date 2016/ Resolved 2016/ Lagan eForm | 1. Type of sidewalk problem:Other 2. If Other, provide details:chipped pieces on the sidewalk and missing 3. Is there a black patch on it?No 4. Is it safe?No 5. Descr be issue in detail (in front of, beside, side of street, etc.):Infront of the Royal Bank at 1025 W Georgia St, pieces of the sidewalk have chipped and are missing. This is a |

8. (Don't ask just record - Did caller indicate they want a call back?)No



Service Request # R 1026768 RGenerallssue Request Type Request type Street - General Issue description 2016/10/09 17:00 Request Date Call Date 2016/10/09 16:59 Lagan's ECM MajorLog Update Incident Date 2016/10/12 15:29 Crew Assign Date 2016/10/11 07:25 Crew ID RMT502 Crew Contact 13592 yes Reviewed Sub Type BkeRemovalAbandoned STUART MCMILLAN Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Road Maintenance Transient Crew 502 Creator Dispatcher Alt Dispatcher

Alt Crew Contact

Information

Information

Zone Area description Sub-area Sub-area description Beat District description Auto Beat Priority 4 Priority description Medium Responsibility RO Responsibility Streets Operations description Project Project description 101008523728 311 Case # Source Due Date 2016/11/21 08:30 Ext Reference # **Ref Type** Lagan CSR Name lagan Method Designation Frequency **Cleaning Zone**

Request Location

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

Address type Address Street # 1055 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

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| 3 | 10 | n | n | -1 | 0 | |
|---|----|----|---|----|---|--|
| 3 | 0 | 12 | υ | 1 | 0 | |

Service Request InfoViewer

| 18 | Service Request I | nioviewer |
|---|-------------------------------------|-----------|
| | ROYAL CENTRE MAL Vancouver BC | |
| Incident Details | | |
| Call Details Call Duration 0 # of Calls 0 Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service | s | |
| Request Progress Contact | | |
| | no | |
| Contact Phone Alternate Phone Fax Pager PIN E-mai Contact Type | ambassadors@downtownvancouver.net | |
| Customer Comr | nents Ambassadors, Downtown | |
| Other Calls (No Data) | | |
| Inspection Inspector name S Scheduled Due By Started Due By Completed Due By Resolved 2 Due By Resolution 1 | TUART MCMILLAN 016/10/11 00:00 | |

| 502 | | | Service Requ | | | |
|--|---|---|---|---|---|----|
| _og Service Red Log Enter | quest Log F red Entered | Py Start | Constanting | | | |
| Type By Lagan ECM 23305 | Name sarah кім | Date 2016/10/11 07:24 | Oct 11/16 - Refer to S. M | cMillan. | | |
| ResolComm 23305 | SARAH KIM | 2016/10/12 15:25 | Oct 11/16 - Crew 502 (S. going to go cut off a bike | | of people leave there locks on racks. They use everyday. So I am n | ot |
| Attachments Attachment _(No Data) | | | | | | |
| Associations | s | | | | | |
| (No Data) Associated (No Data) | vice Reques Work Orde Asset Inspe Cases | rs | | | | |
| Request De (Tab Not Loaded) | | | | | | |
| Fleet Equip ^(No Data) Plant Equip ^(No Data) | | | | | | |
| | | | | | | |
| (No Data) Jsage Read | | | | | | - |
| (No Data) Jsage Read (Tab Not Loaded) | | | | | | |
| (No Data) Jsage Read (Tab Not Loaded) Audit Log Audit Log | | | | | | |
| Audit Log Field Name Inspector Crew Id Review Date Resolved |) | True True | Old Value AM 01/01/0001 12 00:00 AM False False False PM 09/10/2016 5:00 00 PM | SARAH K M SARAH K M SARAH K M SARAH K M Integration Integration | Hansen Hansen | |
| (No Data) Jsage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Crew Id Review Date Resolved ResolutionDate Timu LaganEForm IncidentDate | Audit Date 7 2016/10/11 07:25 2016/10/11 07:25 2016/10/11 07:25 2016/10/12 15 25 2016/10/12 15 29 2016/10/12 15 29 2016/10/12 15 29 | 13592 RMT502 11/10/2016 7:25:09 / True True | AM 01/01/0001 12 00:00 AM False False | SARAH K M SARAH K M SARAH K M SARAH K M Integration Integration | Hansen Hansen Hansen MCloseCase EFormPage | |
| (No Data) Jsage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Crew Id Review Date ResolutionDate Time LaganEForm IncidentDate |) Audit Date T 2016/10/11 07:25 2016/10/11 07:25 2016/10/11 07:25 2016/10/12 15 29 2016/10/12 15 29 2016/10/12 15 29 2016/10/12 15 29 | 13592 RMT502 11/10/2016 7:25:09 / True True | AM 01/01/0001 12 00:00 AM False False | SARAH K M SARAH K M SARAH K M SARAH K M Integration Integration | Hansen Hansen Hansen MCloseCase EFormPage | |
| (No Data) Jsage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Crew Id Review Date ResolutionDate Timu LaganEForm |) Audit Date T 2016/10/11 07:25 2016/10/11 07:25 2016/10/11 07:25 2016/10/12 15 29 2016/10/12 15 29 2016/10/12 15 29 2016/10/12 15 29 m ail PS ID: # | 13592 RMT502 11/10/2016 7:25:09, True True 12/10/2016 3:29 50 2032090 17 aqltn7cihbm.cloudfr | AM 01/01/0001 12 00:00 AM False False PM 09/10/2016 5:00 00 PM | SARAH K M SARAH K M SARAH K M SARAH K M Integration Integration Integration | Hansen Hansen Hansen Hansen MCloseCase EFormPage IIncidDate | |
| (No Data) Jsage Read (Tab Not Loaded) Audit Log Audit Log Audit Log Field Name Inspector Crew Id Review Date ResolutionDate Time LaganEForm IncidentDate | Audit Date T 2016/10/11 07:25 2016/10/11 07:25 2016/10/11 07:25 2016/10/12 15 25 2016/10/12 15 29 2016/10/12 15 29 2016/10/12 15 29 m ail PS ID: # https://dt 1. Type o | 13592 RMT502 11/10/2016 7:25:09, True True 12/10/2016 3:29 50 2032090 17 aqltn7cihbm.cloudfr | AM 01/01/0001 12 00:00 AM False False PM 09/10/2016 5:00 00 PM | SARAH K M SARAH K M SARAH K M SARAH K M Integration Integration Integration | Hansen Hansen Hansen Hansen MCloseCase EFormPage IIncidDate | |

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|----|----|---|---|----|---|
| 31 | 0 | 2 | υ | 1 | 0 |

Service Request InfoViewer

| Is this request due to Motor Vehi | icle Accident?No |
|---|------------------|
|---|------------------|

5. If Yes, provide details on license plate number or other details (if known):

6. (Don't ask just record - Did caller indicate they want a call back?)No



Service Request # R 1142170 Request Type RSideWa kRepair Request type Sidewalk - Repair description Request Date 2017/06/13 08:46 Call Date 2017/06/13 08:36 Lagan's ECM Update Incident Date 2017/06/13 08:46 Crew Assign Date 2017/06/13 08:51 2017/06/13 08:49 Crew ID Crew Contact 5420 Reviewed yes Sub Type xSidewalkBrokeInjury MARCO BIAGINI Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Creator Dispatcher Alt Dispatcher

Information

Alt Crew Contact

Information

| Zone | |
|-----------------------------------|--------------------|
| Area description | |
| Sub-area | |
| Sub-area description Beat | |
| District description Auto Beat | |
| Priority | 4 |
| Priority description | Medium |
| Responsibility | RO |
| Responsibility description | Streets Operations |
| Project | |
| Project description | |
| 311 Case # | 101009690819 |
| Source | |
| Due Date | 2017/06/16 08:36 |
| Ext Reference # | |
| Ref Type | |
| Lagan CSR Name | lagan |
| Method | |
| Designation | |
| Frequency | |
| Cleaning Zone | |
| and the first for the | |

Request Location

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

Subdesignation ROYAL CENTRE TOW

| 018 | Service Request InfoViewer | |
|--|--|--|
| Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction Cross Street Street 3 Name Street 3 Name Street 3 Post Direction City, Province, Postal Code State Postal Code Location | | |
| Incident Details | Dispatched out to Streets Crew C1203 on June 13/17 | |
| Call Details | | |
| Call Duration 00 # of Calls 0 Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service no Request Progress | | |
| Contact | | |
| First, MI Middle Initial Title Foreign Address | 219-1055 W GEORGIA ST Vancouver | |
| Contact Phone Alternate Phone Fax Pager PIN E-mail Contact Type | | |
| Customer Comm | ients | |
| 1 | Brookfield Properties (Vancouver) Ltd | |
| Other Calls (No Data) | | |
| Inspection | | |
| Inspector 54 Inspector name M/ Scheduled Due By Started Due By Completed Due By Resolved 20 Due By Resolution 10 Resolution 10 | 20 IRCO BIAGINI 17/06/13 00:00 | |
| description Estimated days to complete | | |

3/8

| 018 (No Data) | Service Request InfoViewer |
|---|---|
| Log Service Re | quest Log Results |
| Log Type Ent Lagan ECM 2814 | tered By Entered By Name Start Date To Comments 0 FATIMA LEE 2017/06/13 08:52 Dispatched out to Streets Crew C1203 on June 13/17 |
| Attachments | 3 |
| Attachment (No Data) | S |
| Association | S |
| (No Data) Associated Work Order # 875885 | vice Requests Work Orders # Milestone Activity Schedule Date Completed Date Asset Unit ID RSWReact 2017/06/13 00:00 Sidewalk 95698 Asset Inspections Cases |
| Request De (Tab Not Loaded | |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) | oment |
| Usage Read (Tab Not Loaded | |
| Audit Log | |
| Audit Log Audit Log Field Name Review Date Inspector Review Date Resolved | Audit Date Time New Value Old Value User ID Audit Catagory 2017/06/13 08:49 13/06/2017 8:49 05 AM 01/01/0001 12 00:00 AM FAT MA LEE Hansen 2017/06/13 08 53 5420 FAT MA LEE Hansen 2017/06/13 08 53 13/06/2017 8:49 00 AM 13/06/2017 8:49 05 AM FAT MA LEE 2017/06/14 11:30 True False Niamh MCGEE Hansen |
| Lagan eFor | m |
| Lagan Det | |
| | 1. Type of sidewalk problem:Broken Causing Personal Injury** |
| | 2. If Other, provide details: |
| | 3. Is there a black patch on it?Yes |
| | 4. Is it safe?No |
| | 5. Descr be issue in detail (in front of, beside, side of street, etc.):There are multiple uneven, cracked, chipped slabs in front of 1025 and 1055 W Gerogia, starting from the corner of Burrard. 1025 is the RBC bank. Caller indicated there were multiple personal injuries in the past. The whole width from Burrard to both addresses needs to be fixed. It's a tripping hazard. This is a very high foot traffic block. |

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|----|---|---|---|---|---|
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Service Request InfoViewer

6. Is this request due to Motor Vehicle Accident?No

7. If Yes, provide details on license plate number or other details (if known):

8. (Don't ask just record - Did caller indicate they want a call back?)No



Service Request # R 1199892 Request Type RGenerallssue Request type Street - General Issue description Request Date 2017/10/17 11:43 Call Date 2017/10/17 11:40 Lagan's ECM Update Incident Date 2017/10/17 11:43 Crew Assign Date 2017/10/17 11:47 2017/10/17 11:45 **REM504** Crew ID Crew Contact 16056 Reviewed yes Sub Type xB keRack JEFF ECKLAND Charges Explained no Last 311 Update, where applicable Follow-Up Date Initiated By Road Emergency Crew Afternoon 504 Creator Dispatcher Alt Dispatcher

Alt Crew Contact

Information

Information

| - | |
|----------------------|--------------------|
| Zone | |
| Area description | |
| Sub-area | |
| Sub-area description | |
| Beat | |
| District description | |
| Auto Beat | |
| Priority | |
| Priority description | Medium |
| Responsibility | RO |
| Responsibility | Streets Operations |
| description | Sucers Obergions |
| Project | |
| Project description | |
| 311 Case # | 101010298892 |
| Source | |
| Due Date | 2017/11/28 11:40 |
| Ext Reference # | |
| Ref Type | |
| Lagan CSR Name | lagan |
| Method | |
| Designation | |
| Frequency | |
| Cleaning Zone | |

Request Location

Asset Parcel ID Property ID Lane GPS X 0.0000 GPS Y 0.0000

Location

Address type Address Street # 1025 Pre Dir Street Name W GEORGIA ST Suffix (MA) Post Dir

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1/4

| 2018 | Service Request InfoViewer |
|--|--|
| Subdesignation Cross Street Street 2 Name Street 2 Suffix Street 2 Post Direction Cross Street Street 3 Name Street 3 Suffix Street 3 Post Direction City, Province, Postal Code State Postal Code Location | Vancouver BC |
| Incident Details | Dispatched to Afternoon Shift (Oct 17/2017 [2:22pm[) |
| Call Details Call Duration 00 # of Calls 0 Taken By Taken by name Customer Contact Requested Notify Customer Regarding Service no Request Progress | 25 |
| Contact | |
| First, MI Middle Initial Title Foreign Address City State/Province | no 453 W 12TH AV Vancouver BC V5Y 1V4 |
| Alternate Phone Fax Pager PIN | alex.borges@vancouver.ca |
| Customer Comn | nents |
| the second designs the birth | Borges, Alex (Mr) |
| Other Calls (No Data) | |
| Inspection Inspector name JE Scheduled Due By Started Due By Completed Due By Resolved 20 Due By Resolution 10 | D17/10/17 00:00 D17/10/17 Provided |

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| Service Re (No Data) | auget Inc | | | | | |
|---|---|---|---|---|---|---|
| (no Data) | questins | pection | IS | | | |
| Log Ent Type By Lagan ECM SEY: Lagan ECM PAV4 ResolComm 1976 | tered Ei Na 36 сн 19 Ка | g Resu ntered B ame ELSEY ZEEN № RUSSELL LER F ELD | y Start | | Dispatched to After | Crew C1203 on Oct 17/17 noon Shift (Oct 17/2017 [2:22pm[) . Georgia - Bolts from bike rack bent over. Remove bolts Crew 9 |
| Attachment | | | | | | |
| Attachment (No Data) | is | | | | | |
| Association | s | | | | | |
| Linked Sen (No Data) Associated (No Data) Associated (No Data) Associated (No Data) | Work Or Asset In | ders | ns | | | |
| Request De (Tab Not Loaded | | | | | | |
| | | | | | | |
| Schedules Employees ^(No Data) Fleet Equip | | | | | | |
| Employees ^(No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles | ment | | | | | |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read | oment oment dings | | | | | |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded | oment oment dings | | | | | |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log | oment oment dings | | | | | |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log | oment oment dings | 15 1 17 5 17 1 22 1 22 F | 7/10/2017 11:45:43 AN 420 | 1 01/01/0001 12 00:00 AM 1 17/10/2017 11:45:43 AM 5420 | CHELSEY ZEEMAN | Hansen |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Field Name Review Date Inspector Review Date Inspector Crew Id Resolved | Audit Dat 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 14:2 2017/10/17 14:2 | 15 1 17 5 17 1 22 1 22 F | 7/10/2017 11:45:43 AN 420 7/10/2017 11:45 00 AN 6056 IEM504 | 1 01/01/0001 12 00:00 AM 1 17/10/2017 11:45:43 AM 5420 | CHELSEY ZEEMAN CHELSEY ZEEMAN CHELSEY ZEEMAN Kate RUSSELL Kate RUSSELL | Hansen Hansen Hansen Hansen Hansen |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Usage Read (Tab Not Loaded Audit Log Audit Log Audit Log Field Name Review Date Inspector Review Date Inspector Crew Id | Audit Dat 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/18 11:4 m ail | 15 1 17 5 17 1 12 1 12 F 12 F 12 T | 7/10/2017 11:45:43 AN 420 7/10/2017 11:45 00 AN 6056 EM504 rue | 1 01/01/0001 12 00:00 AM 1 17/10/2017 11:45:43 AM 5420 | CHELSEY ZEEMAN CHELSEY ZEEMAN CHELSEY ZEEMAN Kate RUSSELL Kate RUSSELL TYLER FIELD | Hansen Hansen Hansen Hansen Hansen |
| Employees (No Data) Fleet Equip (No Data) Plant Equip (No Data) Vehicles (No Data) Jsage Read (Tab Not Loaded Audit Log Audit Log Field Name Review Date Inspector Review Date Inspector Review Date Inspector Review Date Inspector Review Date Inspector Review Date Inspector Review Date Inspector Review Date Inspector Review Date Inspector Review Date Inspector Crew Id Resolved | Audit Datt 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/17 11:4 2017/10/18 11:4 m ail 1. Ty | 15 1 17 5 17 1 12 1 12 F 12 F 12 T | 7/10/2017 11:45:43 AN 420 7/10/2017 11:45 00 AN 6056 EM504 rue | 1 01/01/0001 12 00:00 AM 1 17/10/2017 11:45:43 AM 5420 False | CHELSEY ZEEMAN CHELSEY ZEEMAN CHELSEY ZEEMAN Kate RUSSELL Kate RUSSELL TYLER FIELD | Hansen Hansen Hansen Hansen Hansen |

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| 31 | 0 | 2 | υ | 1 | 0 |

Service Request InfoViewer

| Is this request due to Motor Vehi | icle Accident?No |
|---|------------------|
|---|------------------|

5. If Yes, provide details on license plate number or other details (if known):

6. (Don't ask just record - Did caller indicate they want a call back?)No



| Work Order #: | 322647 | RSw_CFI_NM_C | rew75_2012 | Asphalt Fillet - Sidewa | ilk |
|--------------------------|--------------------|---------------------------|------------------|-------------------------|--------------|
| Asset ID #: | 95698 | Sidewalk - Concre | ete | | |
| Group Project #: | 27389 | RSw_CFI_NM_C | rew75_2012 | Streets Operations | |
| Location: | 1000 - 1099 W 0 | GEORGIA ST | | | |
| Operational State | us: | Ref #1 | i : | Ref #2: | |
| Service Request | : 488329 | Contac | st Name: s.22(1) | Phone#: \$.22(1 |) |
| Requested By: | 1 | Reque | sted Date: | Initiated Date: | Aug 08, 2012 |
| Assigned By: | RONALD HAMILTON | Assigned To: LU | JI D'AMATO | | - |
| Assigned Date: | Aug 03, 2012 | Crew ID: RMS7 | '5 | Work Started: | |
| Result: | Completed | | | Work Completed: | Aug 03, 2012 |
| Comments: | Magna-Crete Side | walk Fillet - Crew 75 - Y | early - 2012 | | |
| | | | | | |

Work Orders & Accomplishments:

| WO# | Result | Completed Date | | _ | | |
|---------------------|-----------|-------------------------------|----------|--------|-------------|-----------|
| 322647 | Completed | Aug 03, 2012 | | | | |
| Accomplishment Date | | Description | Quantity | Truck# | Assigned To | Comments |
| Aug 03, 2012 | | Concrete Fillet - Sidewalk | 1 | RMS75 | LUI D'AMATO | 1025. BJS |

Work Area Prefix: R

SAP Network #: EERD27389 Billable: N

Parent Network: **Cost Summary Estimated Costs Actual Costs** Difference Equipment \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 Labour Material \$0.00 \$0.00 \$0.00 Other \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 TOTAL \$0.00 \$0.00 \$0.00

EER-00009-SF-NM-CC

WBS#:



| Work Order #: | 329648 | RSw_SFI | _MR_Crew67_2012 | Asphalt Fillet - Sidev | valk | | |
|---|----------------------|---------------|-----------------------|------------------------|--------------|--|--|
| Asset ID #: | 95698 | Sidewalk | - Concrete | | | | |
| Group Project #: 27515 RSw_SFI_MR_Crew67_2012 | | | | Streets Operations | | | |
| Location: | 1000 - 1099 W G | EORGIA ST | | | | | |
| Operational State | us: | | Ref #1: : | Ref #2: | | | |
| Service Request: | 497931 | | Contact Name: 5.22(1) | Phone#: 5.22 | (1) | | |
| Requested By: | 1 | | Requested Date: | Initiated Date: | Sep 05, 2012 | | |
| Assigned By: | RONALD HAMILTON | Assigned | To: MAURICE BOUDREAU | | - Alexandra | | |
| Assigned Date: | Sep 05, 2012 | Crew ID: | RMS67 | Work Started: | Sep 05, 2012 | | |
| Result: | Completed | | | Work Completed: | Sep 05, 2012 | | |
| Comments: | Sidewalk Fillets - N | IRN - Crew 67 | - Year - 2012 | | | | |

Work Orders & Accomplishments:

| WO# | Result | Completed Date | | | | |
|--------------|--------------|---------------------------|----------|--------|---------------------|--------------------------|
| 329648 | Completed | Sep 05, 2012 | | | | |
| Accompl | ishment Date | Description | Quantity | Truck# | Assigned To | Comments |
| Sep 05, 2012 | | Asphalt Fillet - Sidewalk | 4 | RMS67 | MAURICE BOUDREAU | - 1025 W Georgia St - BS |

Work Area Prefix: R

Billable: N

SAP Network #: EERD27515

WBS#: EER-00009-SF-MR-01

Parent Network:

| Cost Summary | Estimated Costs | Actual Costs | Difference |
|--------------|-----------------|---------------|------------|
| Equipment | \$0.00 | \$0.00 | \$0.00 |
| Labour | \$0.00 | \$0.00 | \$0.00 |
| Material | \$0.00 | \$0.00 | \$0.00 |
| Other | \$0.00 | \$0.00 | \$0.00 |
| | \$0.00 | \$0.00 | \$0.00 |
| TOTAL | <u>\$0.00</u> | <u>\$0.00</u> | \$0.00 |



| Work Order #: | 332797 | RSw_Gnd_N | M_Crew75_Jul-Dec'1 | Grind - Sidewalk | |
|--------------------------|--------------------|------------------|----------------------------|--------------------|--------------|
| Asset ID #: | 95253 | Sidewalk - Co | oncrete | | |
| Group Project #: | 31405 | RSw_Gnd_N | M_Crew75_Jul-Dec'12 | Streets Operations | |
| Location: | 900 - 999 BURR | ARD ST | | | |
| Operational State | us: | Ref | f#1:: | Ref #2: | |
| Service Request | : 488329 | Co | ntact Name: s.22(1) | Phone#: 5.22 | (1) |
| Requested By: | | Re | quested Date: | Initiated Date: | Sep 18, 2012 |
| Assigned By: | RONALD HAMILTON | Assigned To | : LUI D'AMATO | | and the |
| Assigned Date: | Sep 18, 2012 | Crew ID: RI | MS75 | Work Started: | Sep 18, 2012 |
| Result: | Completed | | | Work Completed: | Sep 18, 2012 |
| Comments: | Sidewalk Grinding | - Non MRN - Crew | 75 - July to December 2012 | | |

Work Orders & Accomplishments:

| WO# | Result | Completed Date | | | | | |
|---------------------|-----------|------------------|----------|--------|-------------|-----|----------|
| 332797 | Completed | Sep 18, 2012 | | | | _ | |
| Accomplishment Date | | Description | Quantity | Truck# | Assigned To | | Comments |
| Sep 18, 2012 | | Grind - Sidewalk | 17 | RMS75 | LUI D'AMATO | -BS | |

Work Area Prefix: R

SAP Network #: EERD31405

WBS#: EER-00009-SG-NM-01

Parent Network:

| Cost Summary | Estimated Costs | Actual Costs | Difference |
|--------------|-----------------|---------------|------------|
| Equipment | \$0.00 | \$0.00 | \$0.00 |
| Labour | \$0.00 | \$0.00 | \$0.00 |
| Material | \$0.00 | \$0.00 | \$0.00 |
| Other | \$0.00 | \$0.00 | \$0.00 |
| | \$0.00 | \$0.00 | \$0.00 |
| TOTAL | \$0.00 | <u>\$0.00</u> | \$0.00 |



| Work Order #: | 332798 | RSw_Gnc | _NM_Crew75_Jul-D | ec'1 | Grind - Sidewalk | |
|-------------------|--------------------|---------------|------------------------|-----------|--------------------|--------------|
| Asset ID #: | 101454 | Sidewalk | - Concrete | | | |
| Group Project #: | 31405 | RSw_Gnd | I_NM_Crew75_Jul-D |)ec'12 | Streets Operations | |
| Location: | 900 - 999 BURR | ARD ST | | | | |
| Operational Statu | us: | | Ref #1: : | | Ref #2: | |
| Service Request: | : 488329 | | Contact Name: | .22(1) | Phone#: s.22 | (1) |
| Requested By: | | | Requested Date: | | Initiated Date: | Sep 18, 2012 |
| Assigned By: | RONALD HAMILTON | Assigned | I To: LUI D'AMATO | | | Sec. 1 |
| Assigned Date: | Sep 18, 2012 | Crew ID: | RMS75 | | Work Started: | Sep 18, 2012 |
| Result: | Completed | | | | Work Completed: | Sep 18, 2012 |
| Comments: | Sidewalk Grinding | - Non MRN - C | rew 75 - July to Decen | 1ber 2012 | | |

Work Orders & Accomplishments:

| WO# | Result | Completed Date | 1 | | | | |
|---------------------|-----------|------------------|----------|--------|-------------|-----|----------|
| 332798 | Completed | Sep 18, 2012 | | | | _ | |
| Accomplishment Date | | Description | Quantity | Truck# | Assigned To | | Comments |
| Sep | 18, 2012 | Grind - Sidewalk | 16 | RMS75 | LUI D'AMATO | -BS | |

Work Area Prefix: R

SAP Network #: EERD31405

WBS#: EER-00009-SG-NM-01

Parent Network:

| Cost Summary | Estimated Costs | Actual Costs | Difference |
|--------------|-----------------|---------------|---------------|
| Equipment | \$0.00 | \$0.00 | \$0.00 |
| Labour | \$0.00 | \$0.00 | \$0.00 |
| Material | \$0.00 | \$0.00 | \$0.00 |
| Other | \$0.00 | \$0.00 | \$0.00 |
| | \$0.00 | \$0.00 | \$0.00 |
| TOTAL | <u>\$0.00</u> | <u>\$0.00</u> | <u>\$0.00</u> |



| Work Order #: | 332801 | | _MR_Crew75_Year 2012 | Grind - Sidewalk | |
|--------------------------|--------------------|----------------|-----------------------|--------------------|------------------|
| Asset ID #: | 95698 | Sidewalk - | Concrete | | |
| Group Project #: | 27346 | RSw_Gnd | _MR_Crew75_Year 2012 | Streets Operations | |
| Location: | 1000 - 1099 W G | SEORGIA ST | | | |
| Operational State | us: | | Ref #1: : | Ref #2: | |
| Service Request | 488329 | | Contact Name: s.22(1) | Phone#: s.22 | (1) |
| Requested By: | | | Requested Date: | Initiated Date: | Sep 18, 2012 |
| Assigned By: | RONALD HAMILTON | Assigned | To: LUI D'AMATO | | . and the second |
| Assigned Date: | Sep 18, 2012 | Crew ID: | RMS75 | Work Started: | Sep 18, 2012 |
| Result: | Completed | | | Work Completed: | Sep 18, 2012 |
| Comments: | Sidewalk Grinding | - MRN - Crew 7 | 75 - Year 2012 | | |

Work Orders & Accomplishments:

| WO# | Result | Completed Date | 1 | | | | |
|---------|--------------|------------------|----------|--------|-------------|-----|----------|
| 332801 | Completed | Sep 18, 2012 | | | | _ | |
| Accompl | ishment Date | Description | Quantity | Truck# | Assigned To | | Comments |
| Sep | 18, 2012 | Grind - Sidewalk | 15 | RMS75 | LUI D'AMATO | -BS | |

Work Area Prefix: R

SAP Network #: EERD27346

WBS#: EER-00009-SG-MR-01

Parent Network:

| Cost Summary | Estimated Costs | Actual Costs | Difference |
|--------------|-----------------|---------------|------------|
| Equipment | \$0.00 | \$0.00 | \$0.00 |
| Labour | \$0.00 | \$0.00 | \$0.00 |
| Material | \$0.00 | \$0.00 | \$0.00 |
| Other | \$0.00 | \$0.00 | \$0.00 |
| | \$0.00 | \$0.00 | \$0.00 |
| TOTAL | \$0.00 | <u>\$0.00</u> | \$0.00 |



| and the second second | 100052 | DOW EH | NIM Crow 67 Am | -1.00 | anhalt Fillet Cidaur | alle |
|-------------------------|--------------------|------------------|-----------------------|-----------------------|------------------------|---------------|
| Work Order #: | 488953 | | NM_Crew 67_Ap | | sphalt Fillet - Sidewa | ак |
| Asset ID #: | 95698 | Sidewalk | - General (Reactiv | ve) | | |
| Group Project #: | 49913 | RSw_Flt_ | NM_Crew 67_Ap | ril 2014 S | treets Operations | |
| Location: | 1000 - 1099 W (| GEORGIA ST | | | | |
| Operational Stat | us: | | Ref #1: : | | Ref #2: | |
| Service Request | : 684895 | | Contact Name: | Royal Centre security | Phone#: 5.22(1 | n) |
| Requested By: | | | Requested Date | | Initiated Date: | Apr 08, 2014 |
| Assigned By: | RONALD HAMILTON | Assigned | I To: BRENT VAI | NDALL | | 1.1.1.1.1.1.1 |
| Assigned Date: | Apr 08, 2014 | Crew ID: | RMS67 | v | Vork Started: | |
| Result: | Completed | | | v | Vork Completed: | Apr 08, 2014 |
| Comments: | Asphalt Sidewalk | Fillet - Non MRI | N - Crew 67 - April 2 | 2014 | | |
| | | | | | | |
| | | | | | | |
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| | | | | | | |
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Work Orders & Accomplishments:

| WO# | Result | Completed Date | | | | |
|---------------------|-----------|---------------------------|----------|--------|---------------|---------------------|
| 488953 | Completed | Apr 08, 2014 | | - | | |
| Accomplishment Date | | Description | Quantity | Truck# | Assigned To | Comments |
| Apr 08, 2014 | | Asphalt Fillet - Sidewalk | 5 | RMS67 | BRENT VANDALL | 1055 W Georgia - MP |

Work Area Prefix: R

SAP Network #: EERD49913

WBS#: EER-00009-SF-NM-AP

Parent Network:

| Cost Summary | Estimated Costs | Actual Costs | Difference | |
|--------------|-----------------|----------------|--------------------|--|
| Equipment | \$0.00 | \$2.67 | -\$2.67 | |
| Labour | \$0.00 | \$21.66 | -\$21.66 | |
| Material | \$0.00 | \$5.35 | -\$5.35 -\$0.27 | |
| Other | \$0.00 | \$0.27 | | |
| TOTAL | <u>\$0.00</u> | <u>\$29.96</u> | -\$29.96 | |



| Work Order #: | 499139 | RSw_SPx | MRN_Crew 67_ | 2014 S | dewalk Surface F | Patch |
|--------------------------|--------------------|-----------------|--------------------|-----------------------|--------------------|-----------------|
| Asset ID #: | 95698 | Sidewalk - | - General (Reactiv | /e) | | |
| Group Project #: | 46510 | RSw_SPx | _MRN_Crew 67_ | 2014 S | Streets Operations | |
| Location: | 1000 - 1099 W G | SEORGIA ST | | | | |
| Operational State | us: | | Ref #1: : | | Ref #2: | |
| Service Request | : 693853 | | Contact Name: | Brookfield Properties | Phone#: s.2 | 2(1) |
| Requested By: | | | Requested Date | (Vancouver) Ltd : | Initiated Date | e: May 05, 2014 |
| Assigned By: | RONALD HAMILTON | Assigned | I To: BRENT VAN | IDALL | | |
| Assigned Date: | May 05, 2014 | Crew ID: | RMS67 | v | Vork Started: | |
| Result: | Completed | | | v | Vork Completed: | May 05, 2014 |
| Comments: | Sidewalk Surface F | Patch - MRN - (| 2rew 67 - 2014 | | | |
| | s II | | | | | |

Work Orders & Accomplishments:

| WO# | Result | Completed Date | | | | |
|--------------|--------------|-----------------------------|----------|--------|---------------|---------------------|
| 499139 | Completed | May 05, 2014 | | | | |
| Accompl | ishment Date | Description | Quantity | Truck# | Assigned To | Comments |
| May 05, 2014 | | Surface Patch - Sidewalk | 1.5 | RMS67 | BRENT VANDALL | 1025 W Georgia - MP |

Work Area Prefix: R

SAP Network #: EERD46510

510 WBS#:

3S#: EER-00009-AP-MR-01

Parent Network:

| Cost Summary | Estimated Costs | Actual Costs | Difference | |
|--------------|-----------------|--------------|----------------------|--|
| Equipment | \$0.00 | \$9.11 | -\$9.11 | |
| Labour | \$0.00 | \$69.42 | -\$69.42 -\$10.52 | |
| Material | \$0.00 | \$10.52 | | |
| Other \$0.00 | | \$0.00 | \$0.00 | |
| TOTAL | \$0.00 | \$89.05 | -\$89.05 | |



| Work Order #: | 499140 | RSw_SP | MRN_Crew 67_ | 2014 Si | idewalk Surface Pa | itch |
|-------------------|--------------------|------------------------------------|--------------------|-----------------------|--------------------|--------------|
| Asset ID #: | 95698 | Sidewalk | - General (Reactiv | /e) | | |
| Group Project #: | 46510 | RSw_SP | MRN_Crew 67_ | 2014 St | treets Operations | |
| Location: | 1000 - 1099 W G | EORGIA ST | | | | |
| Operational State | us: | | Ref #1: : | | Ref #2: | |
| Service Request: | 693860 | | Contact Name: | Brookfield Properties | Phone#: 5.22 | (1) |
| Requested By: | | (Vancouver) Ltd Requested Date: | | (Vancouver) Ltd | Initiated Date: | May 05, 2014 |
| Assigned By: | RONALD HAMILTON | Assigned | To: BRENT VAN | IDALL | | |
| Assigned Date: | May 05, 2014 | Crew ID: | RMS67 | w | lork Started: | |
| Result: | Completed | | | W | lork Completed: | May 05, 2014 |
| Comments: | Sidewalk Surface F | ²atch - MRN - י | Crew 67 - 2014 | | | |
| | 541 | | | | | |

Work Orders & Accomplishments:

| WO# | Result | Completed Date | | | | |
|---------|--------------|-----------------------------|----------|--------|---------------|---------------------|
| 499140 | Completed | May 05, 2014 | | | | |
| Accompl | ishment Date | Description | Quantity | Truck# | Assigned To | Comments |
| Мау | 05, 2014 | Surface Patch - Sidewalk | 1 | RMS67 | BRENT VANDALL | 1055 W Georgia - MP |

Work Area Prefix: R

SAP Network #: EERD46510

Billable: N

Parent Network:

Cost Summary Estimated Costs Actual Costs Difference Equipment \$0.00 \$9.11 -\$9.11 Labour \$0.00 \$69.42 -\$69.42 Material \$0.00 \$10.52 -\$10.52 Other \$0.00 \$0.00 \$0.00 -\$89.05 TOTAL \$0.00 \$89.05

EER-00009-AP-MR-01

WBS#:

| Work Order #: | 518613 | RSw_Gnd_NM_Crew 75_2014 | Grind - Sidewalk |
|-------------------|-----------------------|-------------------------------|------------------------------|
| Asset ID #: | 105828 | Sidewalk - General (Reactive) | |
| Group Project #: | 45355 | RSw_Gnd_NM_Crew 75_2014 | Streets Operations |
| Location: | 1000 - 1099 MELVI | LLE ST | |
| Operational State | ıs: | Ref #1: : | Ref #2: |
| Service Request: | 713670 | Contact Name: Royal Centre | Phone#: 604-669-0233 |
| Requested By: | | Requested Date: | Initiated Date: Jul 11, 2014 |
| Assigned By: | RONALD HAMILTON | Assigned To: LUI D'AMATO | |
| Assigned Date: | Jul 11, 2014 | Crew ID: RMS75 | Work Started: |
| Result: | Completed | | Work Completed: Jul 11, 2014 |
| Comments: | Sidewalk Grinding - N | on MRN - Crew 75 - 2014 | |

Work Orders & Accomplishments:

| WO# | Result | Completed Date | | | | | |
|---------------------|-----------|----------------|----------|--------|-------------|---|----------|
| 518613 | Completed | Jul 11, 2014 | | | | | |
| Accomplishment Date | | Description | Quantity | Truck# | Assigned To | | Comments |
| | | | | RMS75 | | 1 | |

Work Area Prefix: R

ITY OF

NCOUVER

SAP Network #: EERD45355

WBS#: EER-00009-SG-NM-01

Parent Network:

| Cost Summary | Estimated Costs | Actual Costs | Difference |
|--------------|-----------------|-----------------|------------------|
| Equipment | \$0.00 | \$60.51 | -\$60.51 |
| Labour | \$0.00 | \$410.27 | -\$410.27 |
| Material | \$0.00 | \$6.66 | -\$6.66 |
| Other | \$0.00 | \$36.07 | -\$36.07 |
| TOTAL | <u>\$0.00</u> | <u>\$513.51</u> | <u>-\$513.51</u> |



| Work Order #: | 669855 | RSw_Flt_ | MRN_Crew 67_20 | 015 A | sphalt Fillet - Sidewa | alk |
|-------------------|-----------------------|-----------------|--------------------|--|------------------------|--------------|
| Asset ID #: | 95698 | Sidewalk | - General (Reactiv | /e) | | |
| Group Project #: | 55738 | RSw_Flt_ | MRN_Crew 67_20 | 015 S | Streets Operations | |
| Location: | 1000 - 1099 W GE | ORGIA ST | | | | |
| Operational State | us: | | Ref #1: : | | Ref #2: | |
| Service Request: | : 87 1 446 | | Contact Name: | Brookfield Properties (Vancouver) Ltd | Phone#: \$.22(| 1) |
| Requested By: | | Requested Date: | | Initiated Date: | Sep 28, 2015 | |
| Assigned By: | MARCO BIAGINI | Assigned | d To: WALTER AN | NDRADE | | |
| Assigned Date: | Sep 25, 2015 | Crew ID: | RMS67 | v | Vork Started: | |
| Result: | Completed | | | v | Vork Completed: | Sep 25, 2015 |
| Comments: | Asphalt Sidewalk Fill | et - MRN - C | rew 67 - 2015 | | | |

Work Orders & Accomplishments:

| WO# | Result | Completed Date | | | | |
|---------|--------------|---------------------------|----------|--------|----------------|----------|
| 669855 | Completed | Sep 25, 2015 | | - | | |
| Accompl | ishment Date | Description | Quantity | Truck# | Assigned To | Comments |
| Sep | 25, 2015 | Asphalt Fillet - Sidewalk | 21 | RMS67 | WALTER ANDRADE | 1025. SK |

Work Area Prefix: R

SAP Network #: EERD55738

WBS#: EER-00009-SF-MR-01

Parent Network:

| Cost Summary | Estimated Costs | Actual Costs | Difference |
|--------------|-----------------|---------------|---------------|
| Equipment | \$0.00 | \$0.00 | \$0.00 |
| Labour | \$0.00 | \$0.00 | \$0.00 |
| Material | \$0.00 | \$0.00 | \$0.00 |
| Other | \$0.00 | \$0.00 | \$0.00 |
| | \$0.00 | \$0.00 | \$0.00 |
| TOTAL | <u>\$0.00</u> | <u>\$0.00</u> | <u>\$0.00</u> |



| Work Order #: | 710484 | RSw_Flt_MR 67-2016 | Asphalt Fillet - Sidewalk |
|---|---|--|--|
| Asset ID #: | 95698 | Sidewalk - General (Reactive) | |
| Group Project #: | 68983 | RSw_Flt_MR 67-2016 | Streets Operations |
| Location: | 1000 - 1099 W GE | ORGIA ST | |
| Operational State Service Request Requested By: | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | Ref #1: : Contact Name: ^{5.22(1)} Requested Date: | Ref #2: Phone#: s.22(1) Initiated Date: Feb 11, 2016 |
| Assigned By: Assigned Date: Result: | MARCO BIAGINI Jan 20, 2016 Completed | Assigned To: MICHAEL SKINNER Crew ID: RMS67 | Work Started: Work Completed: Jan 20, 2016 |
| Comments: | Sidewalk Fillet - MRI Accomplishment: RS | N - Crew 67 - January to June 2016 wAsFlt | |

Work Orders & Accomplishments:

| WO# | Result | Completed Date | | | | |
|---------|--------------|---------------------------|----------|--------|-----------------|----------|
| 710484 | Completed | Jan 20, 2016 | | | | |
| Accompl | ishment Date | Description | Quantity | Truck# | Assigned To | Comments |
| Jan | 20, 2016 | Asphalt Fillet - Sidewalk | 9 | RMS67 | MICHAEL SKINNER | 1025. SK |

 Work Area Prefix:
 R
 SAP Network #:
 EERD68983
 WBS#

WBS#: EER-00009-SF-MR-01

Parent Network:

| Cost Summary | Estimated Costs | Actual Costs | Difference |
|--------------|-----------------|--------------|------------|
| Equipment | \$0.00 | \$0.00 | \$0.00 |
| Labour | \$0.00 | \$0.00 | \$0.00 |
| Material | \$0.00 | \$0.00 | \$0.00 |
| Other | \$0.00 | \$0.00 | \$0.00 |
| | \$0.00 | \$0.00 | \$0.00 |
| TOTAL | \$0.00 | \$0.00 | \$0.00 |



| Work Order #: | 725794 | | MR 71-2016 | | Asphalt Fillet - Sidev | valk |
|---------------------------------|---|-----------|---|----------------|------------------------|--------------|
| Asset ID #: Group Project #: | | RSw_Flt_I | - General (Reactiv MR 7 <mark>1</mark> -2016 | e) | Streets Operations | |
| Location: | 1000 - 1099 W GE | ORGIA ST | | | | |
| Operational Statu | s: | | Ref #1: : | | Ref #2: | |
| Service Request: | 936386 | | Contact Name: | Anonymous 2016 | Phone#: 5.22 | 2(1) |
| Requested By: | | - | Requested Date | March | Initiated Date: | Mar 23, 2016 |
| Assigned By: | MARCO BIAGINI | Assigned | To: TONY FARI | Ą | | |
| Assigned Date: | Mar 23, 2016 | Crew ID: | RMS71 | | Work Started: | |
| Result: | Completed | | | | Work Completed: | Mar 23, 2016 |
| | Sidewalk Fillet - MRN Accomplishment: RS | | January to June 20 | 16 | | |

Work Orders & Accomplishments:

| WO# | Result | Completed Date | | | | |
|--------------|--------------|---------------------------|----------|--------|-------------|----------------------|
| 725794 | Completed | Mar 23, 2016 | | | | |
| Accompl | ishment Date | Description | Quantity | Truck# | Assigned To | Comments |
| Mar 23, 2016 | | Asphalt Fillet - Sidewalk | 4 | RMS71 | TONY FARIA | 1025 W Georgia StMPR |

Work Area Prefix: R

SAP Network #: EERD68986

WBS#: EER-00009-SF-MR-01

Parent Network:

| Cost Summary | Estimated Costs | Actual Costs | Difference |
|--------------|-----------------|---------------|---------------|
| Equipment | \$0.00 | \$0.00 | \$0.00 |
| Labour | \$0.00 | \$0.00 | \$0.00 |
| Material | \$0.00 | \$0.00 | \$0.00 |
| Other | \$0.00 | \$0.00 | \$0.00 |
| | \$0.00 | \$0.00 | \$0.00 |
| TOTAL | <u>\$0.00</u> | <u>\$0.00</u> | <u>\$0.00</u> |



| Work Order #: Asset ID #: | 875885 95698 | RSw_Flt_ | MR 67-2017/1-3 | | | |
|---|--|----------------------|---|--|--|--------------------|
| Group Project #: | | | MR 67-2017/1-3 | Str | eets Operations | |
| Operation: Operational State Service Request Requested By: | us: | | Ref #1: : Contact Name: Requested Date: | Brookfield Properties (Vancouver) Ltd | Ref #2: Phone#: ^{s.22(} Initiated Date: | 1) Jun 13, 2017 |
| Assigned By: Assigned Date: Result: | MARCO BIAGINI Jun 13, 2017 Completed | Assigned Crew ID: | I To: GUS FISKIL RMS67 | We | ork Started: ork Completed: | Jun 13, 2017 |
| Comments: | 2017 Sidewalk Fillet Accomplishment: F | | v 67 - January to Ma | | Sin Completed. | |
| | | | | | | |
| | | | | | | |

Work Orders & Accomplishments:

| WO# | Result | Completed Date | | | | |
|----------|-------------|---------------------------|----------|--------|--------------|----------|
| 875885 | Completed | Jun 13, 2017 | | | | |
| Accompli | shment Date | Description | Quantity | Truck# | Assigned To | Comments |
| Jun 1 | 3, 2017 | Asphalt Fillet - Sidewalk | 5 | RMS67 | GUS FISKILIS | 1025 NM |

Work Area Prefix: R

SAP Network #: EERD73654

WBS#: EER-00009-SF-MR-01

Parent Network:

| Cost Summary | Estimated Costs | Actual Costs | Difference |
|--------------|-----------------|--------------|------------|
| Equipment | \$0.00 | \$0.00 | \$0.00 |
| Labour | \$0.00 | \$0.00 | \$0.00 |
| Material | \$0.00 | \$0.00 | \$0.00 |
| Other | \$0.00 | \$0.00 | \$0.00 |
| | \$0.00 | \$0.00 | \$0.00 |
| TOTAL | <u>\$0.00</u> | \$0.00 | \$0.00 |

Work Order Log - W. Georgia & Burrard NWC - Jan 1, 2012 to Jan 17, 2018

| | Activity | Sub Activity | WO Short Description | Address | Crew Id | Years | Work Completed | Group Project # |
|--------|-------------|--------------|-----------------------------|---|---------|-------|----------------|-----------------|
| 307391 | RSwReact | RSwFlt | RSw_SFI_MR_Crew66_2012 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS66 | 2012 | May | 27514 |
| 311163 | RSwReact | RSwFlt | RSw_SFI_NM_Crew66_May-Jun'1 | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMS66 | 2012 | Jun | 30236 |
| 322647 | RSwReact | RSwFlt | RSw_CFI_NM_Crew75_2012 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS75 | 2012 | Aug | 27389 |
| 329648 | RSwReact | RSwFlt | RSw_SFI_MR_Crew67_2012 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS67 | 2012 | Sep | 27515 |
| 332801 | RSwReact | RSwGnd | RSw_Gnd_MR_Crew75_Year 2012 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS75 | 2012 | Sep | 27346 |
| 333893 | RSwReact | RSwSPch | RSw_SPx_MR_Crew68_2012 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMA68 | 2012 | Sep | 27532 |
| 334946 | RSwReact | RSwSPch | RSw_SPx_NM_Crew68_2012 | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMA68 | 2012 | Sep | 27525 |
| 346683 | RSwReact | RSwFlt | RSw_SFI_MR_Crew65_2012 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMA65 | 2012 | Oct | 27513 |
| 366036 | RInsp_BIMRN | RSwFlt | Boulevard Hazard MRN | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS66 | 2013 | Jan | 36949 |
| 366047 | RInsp_BIMRN | RSwSPch | Boulevard Hazard MRN | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS66 | 2013 | Jan | 36965 |
| 367676 | RInsp_BIMRN | RSwFlt | RSw_Flt_MRN_Crew 71_2013 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS71 | 2013 | Jan | 36953 |
| 369173 | RInsp_Blvd | RSwFlt | Boulevard Hazard | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMS71 | 2013 | Jan | 36945 |
| 369175 | RInsp_Blvd | RSwFlt | Boulevard Hazard | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMS71 | 2013 | Jan | 36945 |
| 369176 | RInsp_Blvd | RSwFlt | Boulevard Hazard | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMS71 | 2013 | Jan | 36945 |
| 405751 | RSwReact | RSwFlt | RSw_Flt_MRN_Crew 68_2013 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMA68 | 2013 | Jun | 36951 |
| 409932 | RSwReact | RSwFlt | RSw_Flt_MRN_Crew 66_2013 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS66 | 2013 | Jun | 36949 |
| 414251 | RSwReact | RSwSPch | RSw_SPx_NM_Crew 67_2013 | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMS67 | 2013 | Jul | 36958 |
| 464369 | RStrCut | RSwCut | Historical Cut | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | | 2014 | Jun | 1 |
| 464370 | RStrCut | RSwCut | Historical Cut | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | | 2014 | Jun | 1 |
| 477421 | RInsp_Blvd | RSwFlt | Boulevard Hazard | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMS67 | 2014 | Feb | 46369 |
| 477438 | RInsp_Blvd | RSwFlt | Boulevard Hazard | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMS67 | 2014 | Feb | 46369 |
| 488953 | RSwReact | RSwFlt | RSw_Flt_NM_Crew 67_April 20 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS67 | 2014 | Apr | 49913 |
| 499139 | RSwReact | RSwSPch | RSw_SPx_MRN_Crew 67_2014 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS67 | 2014 | May | 46510 |
| 499140 | RSwReact | RSwSPch | RSw_SPx_MRN_Crew 67_2014 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS67 | 2014 | May | 46510 |
| 515479 | RSwReact | RSwFlt | RSw_Flt_NM_Crew 67_Jun-Jul' | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMS67 | 2014 | Jun | 52092 |
| 515484 | RSwReact | RSwFlt | RSw_Flt_NM_Crew 67_Jun-Jul' | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMS67 | 2014 | Jun | 52092 |
| 561860 | RSwPlanned | RSwAdjust | RSw_Broom_MRN_Crew 22_2015 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RCC22 | 2015 | Jun | 55594 |
| 569894 | RInsp_Blvd | RSwFlt | RSw_Flt_NM_Crew 67_Jan-Mar' | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMS67 | 2015 | Jan | 55731 |
| 575489 | RStrCut | RRwCut | RRwCut | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | | 2016 | Jun | 1 |
| 588991 | RStrCut | RRwCut | A cut made in a Roadway or | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | | 2016 | Jun | 1 |
| 620025 | RSwReact | RSwFlt | RSw_Flt_NM_Crew 71_Apr-Jun' | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS71 | 2015 | Jun | 57272 |
| 669855 | RSwReact | RSwFlt | RSw_Flt_MRN_Crew 67_2015 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS67 | 2015 | Sep | 55738 |
| 704433 | RInsp_Blvd | RSwFlt | Boulevard Hazard | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMS67 | 2016 | Jan | 68976 |
| 704437 | Rinsp_Blvd | RSwFlt | Boulevard Hazard | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMS67 | 2016 | Jan | 68976 |
| 704445 | Rinsp_Blvd | RSwFlt | Boulevard Hazard | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMS67 | 2016 | Jan | 68976 |
| 706176 | Rinsp_BIMRN | RSwFlt | Boulevard Hazard MRN | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMA65 | 2016 | Jan | 68981 |
| 710484 | RSwReact | RSwFlt | RSw_Flt_MR 67-2016 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS67 | 2016 | Jan | 68983 |
| | RSwReact | RSwFlt | RSw Fit MR 71-2016 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS71 | 2016 | Mar | 68986 |
| 725794 | nowneact | | | | | | | |

| 801849 | RSwReact | RSwFlt | RSw_Flt_MR 71-2016 | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMS71 | 2016 | Oct | 68986 |
|--------|-------------|--------|------------------------|---|-------|------|-----|-------|
| 835517 | RInsp_Blvd | RSwFlt | Boulevard Hazard | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMS67 | 2017 | Feb | 73653 |
| 836730 | RInsp_BIMRN | RSwFlt | Boulevard Hazard MRN | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS67 | 2017 | Mar | 73654 |
| 836732 | RInsp_BIMRN | RSwFlt | Boulevard Hazard MRN | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS67 | 2017 | Mar | 73654 |
| 836734 | RInsp_BIMRN | RSwFlt | Boulevard Hazard MRN | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS67 | 2017 | Mar | 73654 |
| 836739 | RInsp_BIMRN | RSwFlt | Boulevard Hazard MRN | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS67 | 2017 | Mar | 73654 |
| 836740 | RInsp_BIMRN | RSwFlt | Boulevard Hazard MRN | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS67 | 2017 | Mar | 73654 |
| 875885 | RSwReact | | RSw_Flt_MR 67-2017/1-3 | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMS67 | 2017 | Jun | 73654 |
| 927298 | RSwReact | RSwFlt | RSw_Flt_MR 71-2017/1-3 | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMS71 | 2017 | Nov | 73671 |
| 933420 | RSwReact | | RSw_Flt_MR 71-2017/1-3 | 600 to 699 BURRARD ST -Range COVAV Vancouver BC | RMS71 | 2017 | Nov | 73671 |
| 941594 | RInsp_BIMRN | | Boulevard Hazard MRN | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMA65 | 2018 | Jan | 77897 |
| 941617 | RInsp_BIMRN | | Boulevard Hazard MRN | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMA65 | 2018 | Jan | 77897 |
| 941619 | RInsp_BIMRN | | Boulevard Hazard MRN | 1000 to 1099 W GEORGIA ST -Range COVAV Vancouver BC | RMA65 | 2018 | Jan | 77897 |

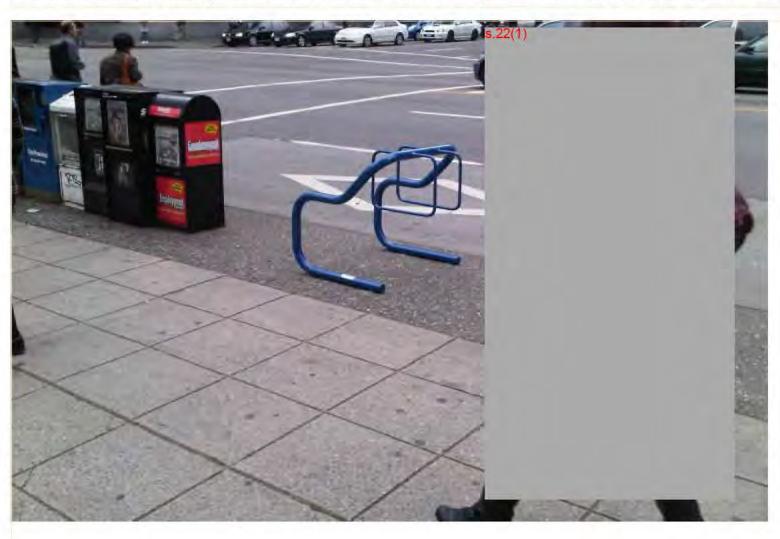
| From: | "Wilson, Terry" <terry.wilson@vancouver.ca></terry.wilson@vancouver.ca> |
|----------|---|
| To: | "Teixeira, Rob" <rob.teixeira@vancouver.ca></rob.teixeira@vancouver.ca> |
| Date: | 10/18/2010 2:17:56 PM |
| Subject: | FW: 1025 w georgia |

Fyi,

This a request from a few weeks ago Elco installed today. There is a bus zone there but I think it's the best spot. -----Original Message-----From: Elco M. Gauw [mailto:egauw@urbanracks.com] Sent: Monday, October 18, 2010 12:34 PM To: Wilson, Terry Subject: 1025 w georgia

Fyi

This Email was sent from my BlackBerry device while I was out of the office. Feel free to call me instead at 1-866-824-9590





Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, February 22, 2018 9:46:57 AM Case Creation Date: From 1/1/2012 To 1/17/2018 Case Status: Both

| Case # | Street # From | Street # | Street | Cross St/Unit # | Postal Code Loca | ation Details | Case Details | Addional Details | Requestor Name | Phone # of Calls | Date Created | Date Closed | Preferred Queu | e Event Notes |
|---------------|------------------|----------|--------------|-----------------|------------------|---------------|--|------------------|----------------|---------------------|----------------------|-----------------------|-----------------------------|---|
| Eform Request | | | lk - Repair | | | | | | | Calls | | | | |
| 101000321377 | 1025 | | W GEORGIA ST | | V6E 3N9 | | Type of Sidewalk problem: Uneven If Other, provide details: Is there a black patch on it? Yes Is it safe? Yes Descr be issue & location in detail (in front of, beside, side of street, etc.): In front of the entrance to the Royal Bank. This is by the stairs to get into the bank. Is this request due to Motor Vehicle Accident? No If Yes, provide details on license plate number or other details (if known): (Don't ask just record - Did caller indicate they want a call back?) No | | s.22(1) | | 7/31/2012 2:15:59 PV | 9/19/2012 12:41:13 PN | A Eng_Streets Operations | Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created Updated: Hansen ServiceRequest Number : 488329 created / updated at Tuesday, July 31, 2012 2:36:3 PM Hansen Change in Comments Comments: July 31/12 - Referred to R. Hamilton Adde on 31/07/2012 3:20:44 PM. Hansen Service Request has been reviewed: Case reviewed on 31/07/2012 3:20:00 PM. Hansen Service Request Assigned: Case was assigned on 31/07/2012 3:20:00 PM. Temporary Patch - Final Repa Scheduled: 40 - Temp - Final Repair Scheduled. Aug 1/12 - identified area that requires a fast patch procedure to eliminate a trip onto the staircase. To be completed b crew 75 - P Barbosa. Resolve on 01/08/2012 12:00:00 AM. Agent Finished: Case Closed Temporary Patch - Final Repa Scheduled 40 - Temp - Final Repair Scheduled 40 - Temp - Final Repair Scheduled Aug 1/12 - identified area that requires a fast patch procedure to eliminate a trip onto the staircase. To be |



Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

| 101000333201 | 1025 | W GEORGIA ST | V6E 3N9 | Type of Sidewalk problem: | He calleed about this on July 31/12 case S.22(1) | 1 9/5/2012 8:50:16 AM | 9/6/2012 10:55:31 AM Eng_Streets | Agent Created Case: |
|--------------|------|--------------|---------|---|--|-----------------------|----------------------------------|---|
| | | | | Uneven | #321377 and now says its might be | | Operations | Agent Updated Case Details: |
| | | | | If Other, provide details: | unsafe and someone can trip and fall | | | Description updated to: . |
| | | | | Is there a black patch on it? | since its right at the entrance of the | | | |
| | | | | No | Royal Bank. Linked to case 321377 | | | Agent Updated Case Details: |
| | | | | Is it safe? | (AVNS, Sep 5 2012 8:54AM) Notified | | | Reallocated to queue: |
| | | | | No | DS (Lisa) for crew call out (AVLM, | | | Eng_Streets Operations |
| | | | | Descr be issue & location in detail (in front of, beside, | Sep 5 2012 9:07AM) Reported to Jan | | | |
| | | | | side of street, etc.): | at 84299, he has the case number and | | | Hansen Service Case Created / |
| | | | | In front of Royal Bank | details. | | | Updated: Hansen |
| | | | | Is this request due to Motor Vehicle Accident? | | | | ServiceRequest Number : |
| | | | | No | | | | 497931 created / updated at |
| | | | | If Yes, provide details on license plate number or other | | | | Wednesday, September 05, |
| | | | | details (if known): | | | | 2012 9:03:12 AM |
| | | | | (Don't ask just record - Did caller indicate they want a | | | | Agent Updated Case Details: |
| | | | | call back?) | | | | Description updated to: |
| | | | | No | | | | |
| | | | | | | | | Hansen Service Case Created / |
| | | | | | | | | Updated: Hansen |
| | | | | | | | | ServiceRequest Number : |
| | | | | | | | | 497931 created / updated at |
| | | | | | | | | Wednesday, September 05, |
| | | | | | | | | 2012 9:09:16 AM |
| | | | | | | | | Hansen Change in Comments: |
| | | | | | | | | Comments: Dispatched to Truck |
| | | | | | | | | 1203 at Sept. Added on 05/09/2012 9:25:50 AM. |
| | | | | | | | | Hansen Service Request has |
| | | | | | | | | been reviewed: Case reviewed |
| | | | | | | | | on 05/09/2012 9:27:00 AM. |
| | | | | | | | | Hansen Service Request |
| | | | | | | | | Assigned: Case was assigned |
| | | | | | | | | on 05/09/2012 9:24:00 AM. |
| | | | | | | | | Hansen Work Order Created: |
| | | | | | | | | Work order 329648 has been |
| | | | | | | | | initiated on 05/09/2012 12:00:00 |
| | | | | | | | | AM. Work Order type is |
| | | | | | | | | RSwReact. |
| | | | | | | | | Over the Device of the Later Over the |



Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

| 101004720852 | 1025 | W GEORGIA ST | V6E 3N9 | Type of Sidewalk problem: | Please contact citizen to inform of action Bro | |) 1 | 5/5/2014 11:33:00 AM | 5/6/2014 12:02:15 PM Eng_Streets | Agent Created Case: |
|--------------|------|--------------|---------|---|--|---------------|-----|----------------------|----------------------------------|----------------------------------|
| | | | | OtherEmerg | | operties | | | Operations | Agent Updated Case Details: |
| | | | | If Other, provide details: Uneven causing pooling and | 11:53AM) Called out to streets at (Va | ancouver) Ltd | | | | Reallocated to queue: |
| | | | | injury due to trip hazard. | 604.829.4299 and provided hansen | - | | | | Eng_Streets Operations |
| | | | | Is there a black patch on it? | number. | | | | | |
| | | | | Yes | | | | | | Hansen Service Case Created / |
| | | | | Is it safe? | | | | | | Updated: Hansen |
| | | | | No | | | | | | ServiceRequest Number : |
| | | | | Descr be issue & location in detail (in front of, beside, | | | | | | 693853 created / updated at |
| | | | | side of street, etc.): | | | | | | Monday, May 05, 2014 11:36:45 |
| | | | | Sidewa k in front of Royal bank main entrance is | | | | | | AM |
| | | | | uneven. As a result two to three customers have | | | | | | Hansen Service Request has |
| | | | | reported tripping and falling walking to the entrance. | | | | | | been reviewed: Case reviewed |
| | | | | Is this request due to Motor Vehicle Accident? | | | | | | on 05/05/2014 11:45:00 AM. |
| | | | | No | | | | | | Hansen Change in Comments: |
| | | | | If Yes, provide details on license plate number or other | | | | | | Comments: Dispatche to Truck |
| | | | | details (if known): | | | | | | C1203 on May 5/14 at 11:45. |
| | | | | (Don't ask just record - Did caller indicate they want a | | | | | | Added on 05/05/2014 11:46:18 |
| | | | | call back?) | | | | | | AM. |
| | | | | Yes | | | | | | Hansen Service Request |
| | | | | | | | | | | Assigned: Case was assigned |
| | | | | | | | | | | on 05/05/2014 11:45:00 AM. |
| | | | | | | | | | | Agent Updated Case Details: |
| | | | | | | | | | | Description updated to: . |
| | | | | | | | | | | Hansen Service Case Created / |
| | | | | | | | | | | Updated: Hansen |
| | | | | | | | | | | ServiceRequest Number : |
| | | | | | | | | | | 693853 created / updated at |
| | | | | | | | | | | Monday, May 05, 2014 11:56:19 |
| | | | | | | | | | | AM |
| | | | | | | | | | | Hansen Work Order Created: |
| | | | | | | | | | | Work order 499139 has been |
| | | | | | | | | | | initiated on 05/05/2014 12:00:00 |
| | | | | | | | | | | AM. Work Order type is |
| | | | | | | | | | | RSwReact. |
| | | | | | | | | | | Service Provided: 10 - Service |
| | | | | | | | | | | Provided Resolved on |



Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

| 101007204074 | 1025 | W GEORGIA ST | V6E 3N9 | 1. Type of sidewalk problem: | (AVLYK, Jan 20 2016 12:08PM) | s.22(1) | 1 1/20/2016 12:05:00 PM | 2/11/2016 10:52:06 AM Eng_Streets | Agent Created Case: |
|--------------|------|--------------|---------|---|--------------------------------|---------|-------------------------|-----------------------------------|--|
| | | | | Broken Causing Personal Injury | Called 84299 to dispatch issue | | | Operations | Agent Updated Case Details: Reallocated to queue: |
| | | | | | | | | | Eng_Streets Operations |
| | | | | 2. If Other, provide details: | | | | | |
| | | | | Sidewalk uneven. Location is on W Georgia St in | | | | | Hansen Service Case Created |
| | | | | front of Royal bank about 50 meters from Burrard ST | | | | | Updated: Hansen |
| | | | | 3. Is there a black patch on it? | | | | | ServiceRequest Number : |
| | | | | No A la fracta O | | | | | 913249 created / updated at |
| | | | | 4. Is it safe? No | | | | | Wednesday, January 20, 2016 12:07:02 PM |
| | | | | 5. Descr be issue in detail (in front of, beside, side of | | | | | Hansen Service Request has |
| | | | | street, etc.): | | | | | been reviewed: Case reviewed |
| | | | | She said she fell yesterday after tripping on the | | | | | on 20/01/2016 12:08:00 PM. |
| | | | | uneven pavement in front of the Royal Bank close to | | | | | Agent Updated Case Details: |
| | | | | the corner of Burrard St. She was able to see the | | | | | Description updated to: . |
| | | | | sidewalk was uneven this morning while walking to | | | | | |
| | | | | work. | | | | | Hansen Service Case Created |
| | | | | 6. Is this request due to Motor Vehicle Accident? | | | | | Updated: Hansen |
| | | | | No | | | | | ServiceRequest Number : |
| | | | | 7. If Yes, provide details on license plate number or | | | | | 913249 created / updated at |
| | | | | other details (if known): | | | | | Wednesday, January 20, 2016 |
| | | | | 8. (Don't ask just record - Did caller indicate they want | | | | | 12:10:51 PM |
| | | | | a call back?) | | | | | Hansen Service Request |
| | | | | No | | | | | Assigned: Case was assigned |
| | | | | | | | | | on 20/01/2016 12:11:00 PM. |
| | | | | | | | | | Hansen Change in Comments |
| | | | | | | | | | Comments: Dispatched to Streets Truck 1203 at 12:10 o |
| | | | | | | | | | Jan 20/16. Added on |
| | | | | | | | | | 20/01/2016 12:11:57 PM. |
| | | | | | | | | | Hansen Work Order Created: |
| | | | | | | | | | Work order 710484 has been |
| | | | | | | | | | initiated on 11/02/2016 12:00:0 |
| | | | | | | | | | AM. Work Order type is |
| | | | | | | | | | RSwReact. |
| | | | | | | | | | Service Provided: 10 - Service |
| | | | | | | | | | Provided Resolved on |



Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

| 101007465391 | 1025 | W GEORGIA ST | V6E 3N9 | 1. Type of sidewalk problem: | 2016 March, | 1 | 3/21/2016 8:25:00 AM | 3/29/2016 9:49:31 AM Eng_Streets | Agent Created Case: |
|--------------|------|--------------|---------|---|-------------|---|----------------------|----------------------------------|---------------------------------|
| | | | | Uneven | Anonymous | | | Operations | Agent Updated Case Details: |
| | | | | 2. If Other, provide details: | | | | | Reallocated to queue: |
| | | | | 3. Is there a black patch on it? | | | | | Eng_Streets Operations |
| | | | | No | | | | | U |
| | | | | 4. Is it safe? | | | | | Hansen Service Case Created |
| | | | | No | | | | | Updated: Hansen |
| | | | | 5. Descr be issue in detail (in front of, beside, side of | | | | | ServiceRequest Number : |
| | | | | street, etc.): | | | | | 936386 created / updated at |
| | | | | Received via twitter from @lifemovesca: | | | | | Monday, March 21, 2016 |
| | | | | @CityofVancouver there's a need to fix sidewalk at | | | | | 8:26:23 AM |
| | | | | 1025 West Georgia, big lip. Tripped twice walking 2 | | | | | Hansen Service Request has |
| | | | | buses. Dangerous #fallprevention | | | | | been reviewed: Case reviewed |
| | | | | 6. Is this request due to Motor Vehicle Accident? | | | | | on 21/03/2016 12:11:00 PM. |
| | | | | No | | | | | Hansen Service Request |
| | | | | 7. If Yes, provide details on license plate number or | | | | | Assigned: Case was assigned |
| | | | | other details (if known): | | | | | on 21/03/2016 12:10:00 PM. |
| | | | | 8. (Don't ask just record - Did caller indicate they want | | | | | Hansen Change in Comments: |
| | | | | a call back?) | | | | | Comments: Mar 21/16 - |
| | | | | No | | | | | Referred to M. Biagini Added |
| | | | | | | | | | on 21/03/2016 12:11:31 PM. |
| | | | | | | | | | Hansen Work Order Created: |
| | | | | | | | | | Work order 725794 has been |
| | | | | | | | | | initiated on 23/03/2016 12:00:0 |
| | | | | | | | | | AM. Work Order type is |
| | | | | | | | | | RSwReact. |
| | | | | | | | | | Service Provided: 10 - Service |
| | | | | | | | | | Provided Resolved on |
| | | | | | | | | | 23/03/2016 12:00:00 AM. |
| | | | | | | | | | Agent Finished: Case Closed. |
| | | | | | | | | | Closed date : 2016-03-29 |
| | | | | | | | | | 09:49:30.63 |
| | | | | | | | | | Service Provided |
| | | | | | | | | | 10 - Service Provided |
| | | | | | | | | | Resolved on 23/03/2016 |
| | | | | | | | | | 12:00:00 AM. |
| | | | | | | | | | |
| | | | | | | | | | |



Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

| 101007878287 | 1025 | W GEORGIA ST | V6E 3N9 | 1. Type of sidewalk problem: | s.22(1) | 1 | 6/9/2016 8:45:00 AM | 6/20/2016 10:27:50 AN | I Eng_Streets | Agent Created Case: |
|--------------|------|--------------|---------|---|---------|---|---------------------|-----------------------|---------------|--|
| | | | | Other | | | | | Operations | Agent Updated Case Details: |
| | | | | 2. If Other, provide details: | | | | | | Reallocated to queue: |
| | | | | chipped pieces on the sidewalk and missing | | | | | | Eng_Streets Operations |
| | | | | 3. Is there a black patch on it? | | | | | | <u> </u> |
| | | | | No | | | | | | Hansen Service Case Created / |
| | | | | 4. Is it safe? | | | | | | Updated: Hansen |
| | | | | No | | | | | | ServiceRequest Number : |
| | | | | 5. Descr be issue in detail (in front of, beside, side of | | | | | | 971253 created / updated at |
| | | | | street, etc.): | | | | | | Thursday, June 09, 2016 |
| | | | | Infront of the Royal Bank at 1025 W Georgia St, | | | | | | 8:46:50 AM |
| | | | | pieces of the sidewalk have chipped and are missing. | | | | | | Hansen Change in Comments: |
| | | | | This is a problem along the sidewalk up to Burrard St. | | | | | | Comments: Jun 9/16 - Referred |
| | | | | 6. Is this request due to Motor Vehicle Accident? | | | | | | to M Biagini. Added on |
| | | | | No | | | | | | 09/06/2016 8:58:42 AM. |
| | | | | 7. If Yes, provide details on license plate number or | | | | | | Hansen Service Request |
| | | | | other details (if known): | | | | | | Assigned: Case was assigned |
| | | | | 8. (Don't ask just record - Did caller indicate they want | | | | | | on 09/06/2016 8:58:00 AM. |
| | | | | a call back?) | | | | | | Hansen Service Request has |
| | | | | No | | | | | | been reviewed: Case reviewed |
| | | | | | | | | | | on 09/06/2016 8:58:00 AM. |
| | | | | | | | | | | Upon Investigation No Issue |
| | | | | | | | | | | Exists at Location: 24 - |
| | | | | | | | | | | Investigation found no issue. |
| | | | | | | | | | | Jun 17/16 - (F. Mezzomo) No |
| | | | | | | | | | | issues found Resolved on |
| | | | | | | | | | | 17/06/2016 12:00:00 AM. |
| | | | | | | | | | | Agent Finished: Case Closed. |
| | | | | | | | | | | Closed date : 2016-06-20 |
| | | | | | | | | | | 10:27:49.987 |
| | | | | | | | | | | Upon Investigation No Issue |
| | | | | | | | | | | Exists at Location |
| | | | | | | | | | | 24 - Investigation found no |
| | | | | | | | | | | issue. Jun 17/16 - (F. Mezzomo) No issues found Resolved on |
| | | | | | | | | | | |
| | | | | | | | | | | 17/06/2016 12:00:00 AM. |
| | | | | | | | | | | |
| | | | | | | | | | | |



Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

Case Status: Both

| 101009690819 | 1025 | W GEORGIA ST | V6E 3N9 | 1. Type of sidewalk problem: Broken Causing Personal Injury | Brook Prope (Vanc | s.22(1) | 1 6/13/2017 8:36:00 AM | 6/14/2017 11:32:24 AM Eng_Streets Operations | Agent Created Case: Agent Updated Case Details: Reallocated to queue: |
|--------------|------|--------------|---------|---|-------------------------|---------|------------------------|---|---|
| | | | | | | | | | Eng_Streets Operations |
| | | | | If Other, provide details: Is there a black patch on it? | | | | | Hansen Service Case Created / |
| | | | | Yes | | | | | Updated: Hansen |
| | | | | 4. Is it safe? | | | | | ServiceRequest Number : |
| | | | | No | | | | | 1142170 created / updated at |
| | | | | 5. Descr be issue in detail (in front of, beside, side of | | | | | Tuesday, June 13, 2017 8:46:49 |
| | | | | street, etc.): | | | | | AM |
| | | | | There are multiple uneven, cracked, chipped slabs | | | | | Hansen Service Request has |
| | | | | in front of 1025 and 1055 W Gerogia, starting from the | | | | | been reviewed: Case reviewed |
| | | | | corner of Burrard. 1025 is the RBC bank. Caller | | | | | on 13/06/2017 8:49:05 AM. |
| | | | | indicated there were multiple personal injuries in the | | | | | Hansen Service Request |
| | | | | past. The whole width from Burrard to both addresses | | | | | Assigned: Case was assigned |
| | | | | needs to be fixed. It's a tripping hazard. This is a very high foot traffic block. | | | | | on 13/06/2017 8:51:00 AM. Hansen Change in Comments: |
| | | | | 6. Is this request due to Motor Vehicle Accident? | | | | | Comments: Dispatched out to |
| | | | | No | | | | | Streets Crew C1203 on June |
| | | | | 7. If Yes, provide details on license plate number or | | | | | 13/17. Added on 13/06/2017 |
| | | | | other details (if known): | | | | | 8:53:05 AM. |
| | | | | 8. (Don't ask just record - Did caller indicate they want | | | | | Service Provided: 10 - Service |
| | | | | a call back?) | | | | | Provided Resolved on |
| | | | | No | | | | | 13/06/2017 12:00:00 AM. |
| | | | | | | | | | Hansen Work Order Created: |
| | | | | | | | | | Work order 875885 has been |
| | | | | | | | | | initiated on 13/06/2017 12:00:00 |
| | | | | | | | | | AM. Work Order type is |
| | | | | | | | | | RSwReact. |
| | | | | | | | | | Agent Finished: Case Closed. |
| | | | | | | | | | Closed date : 2017-06-14 11:32:24.127 |
| | | | | | | | | | Service Provided |
| | | | | | | | | | 10 - Service Provided. |
| | | | | | | | | | Resolved on 13/06/2017 |
| | | | | | | | | | 12:00:00 AM. |
| | | | | | | | | | |
| | | | ļ l | | | | | I | |



Date Run: Thursday, February 22, 2018 9:46:57 AM Case Creation Date: From 1/1/2012 To 1/17/2018 Case Status: Both

Not Responsive

| 101008314603 | 1025 | W GEORGIA ST | V6E 3N9 | Type of Street Furniture: B ke Rack Descr be details: Via Van Connect PSID : 1868388 - Sticker on bike rack northwest corner burrard and georgia If Street Furniture has been damaged by a motor vehicle accident, then provide Police Incident Number if available: (Don't ask, just record - did caller indicate they want a call back?): No | https://d17aqltn7cihbm.cloudfront.net/upl oads/large_b8fdd29a397fe59d1ab71d6 | BIA - DOWNTOWN 60 BUSINESS IMPROVEMENT ASSOCIATION | 46894357 1 | 8/28/2016 1:42:00 PM | 8/28/2016 1:42:51 PM 31 Ce | entre | Agent Created Case: Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Agent Finished: Case Closed. Closed date : 2016-08-28 13:42:51.06 |
|--------------|------|--------------|---------|---|---|---|------------|----------------------|-------------------------------|-------|--|



Date Run: Thursday, February 22, 2018 9:46:57 AM Case Creation Date: From 1/1/2012 To 1/17/2018 Case Status: Both

| 01005756140 | 1025 | W GEORGIA ST | V6E 3N9 | Type of Inquiry: | s.22(1) | 1/22/2015 8:58:00 AM | 2/5/2015 8:56:15 AM Eng_Streets | Agent Created Case: |
|-------------|------|--------------------------|---------|---|---------|----------------------|---|---|
| DO5756140 | | Streets - General Issues | V6E 3N9 | Type of Inquiry: Bikeremoval If Other, provide details: Descr be the issue in detail: Blue, Sears, Free Spirit bike has been locked to the bike rack for about 3 months now. Caller is a bike messenger and said that this b ke hasn't moved in all that time. Please have it removed. Is this request due to Motor Vehicle Accident? No If Yes, provide details on license plate number or other details (if known): (Don't ask just record - Did caller indicate they want a call back?) No | s.22(1) | 1/22/2015 8:58:00 AM | 2/5/2015 8:56:15 AM Eng_Streets Operations | Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created Updated: Hansen ServiceRequest Number : 779773 created / updated at Thursday, January 22, 2015 9:00:19 AM Hansen Service Request has been reviewed: Case reviewe on 22/01/2015 11:35:00 AM. Hansen Service Request Assigned: Case was assigned on 22/01/2015 11:35:00 AM. Hansen Change in Comments Comments: Jan 22/15 - Referred to S. McMillan Addo on 22/01/2015 11:35:37 AM. Service Provided: 10 - Service Provided. Feb 5/15 - Remov bike, will put in recycle bin F Dailly. Resolved on 05/02/201 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2015-02-05 |
| | | | | | | | | 08:56:15.193 Service Provided 10 - Service Provided. Feb 5/1 Removed bike, will put in recyc bin F. Dailly. Resolved on 05/02/2015 12:00:00 AM. |



Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

Case Status: Both

| 101010298892 | 1025 | W GEORGIA ST | V6E 3N9 | 9 1. Type of Inquiry: | Borges, Alex (Mr) | 6048737291 | 1 | 10/17/2017 11:40:00 AM | 10/18/2017 11:44:52 AM Eng_Streets | Agent Created Case: |
|--------------|------|--------------|---------|---|-------------------|------------|---|------------------------|------------------------------------|---|
| | | | | B ke Racks (Exposed Bolts, Jagged Edges, etc.) | | | | | Operations | Agent Updated Case Details: |
| | | | | | | | | | | Reallocated to queue: |
| | | | | 2. If Other, provide details: | | | | | | Eng_Streets Operations |
| | | | | 3. Descr be the issue in detail: | | | | | | Hansen Service Case Created / |
| | | | | B ke rack in front of 1025 W Georgia was shifted 2ft, | | | | | | Updated: Hansen |
| | | | | there are 2 bolts sticking out that need attention. An | | | | | | ServiceRequest Number : |
| | | | | individual tripped over the bolt, case was created on | | | | | | 1199892 created / updated at |
| | | | | behalf of Risk Management. | | | | | | Tuesday, October 17, 2017 |
| | | | | 4. Is this request due to Motor Vehicle Accident? | | | | | | 11:43:40 AM |
| | | | | No | | | | | | Hansen Service Request has |
| | | | | 5. If Yes, provide details on license plate number or | | | | | | been reviewed: Case reviewed |
| | | | | other details (if known): | | | | | | on 17/10/2017 11:45:43 AM. |
| | | | | 6. (Don't ask just record - Did caller indicate they want | | | | | | Hansen Change in Comments: |
| | | | | a call back?) | | | | | | Comments: Dispatched Streets |
| | | | | No | | | | | | Crew C1203 on Oct 17/17. |
| | | | | | | | | | | Added on 17/10/2017 11:47:48 |
| | | | | | | | | | | AM. |
| | | | | | | | | | | Hansen Service Request |
| | | | | | | | | | | Assigned: Case was assigned |
| | | | | | | | | | | on 17/10/2017 11:47:00 AM. |
| | | | | | | | | | | Hansen Change in Comments: |
| | | | | | | | | | | Comments: Dispatched to |
| | | | | | | | | | | Afternoon Shift (Oct 17/2017 |
| | | | | | | | | | | [2:22pm[). Added on 17/10/2017 2:22:43 PM. |
| | | | | | | | | | | Service Provided: 10 - Service |
| | | | | | | | | | | Provided. Oct 17/17 - 1025 W. |
| | | | | | | | | | | Georgia - Bolts from b ke rack |
| | | | | | | | | | | bent over. Remove bolts Crew |
| | | | | | | | | | | 503. Resolved on 17/10/2017 |
| | | | | | | | | | | 12:00:00 AM. |
| | | | | | | | | | | Agent Finished: Case Closed. |
| | | | | | | | | | | Closed date : 2017-10-18 |
| | | | | | | | | | | 11:44:51.963 |
| | | | | | | | | | | Service Provided |
| | | | | | | | | | | 10 - Service Provided. Oct 17/17 |
| | | | | | | | | | | 1005 ML October Della (mar |

Eform Request Type: Street - Construction Complaint



Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

Case Status: Both

| 101006122195 | 1025 | W GEORGIA ST | V6E 3N9 | Type of complaint: | Caller: s.22(1) (AVJC2, 2015 April, | 1 4/27/2015 11:45:00 AM 4/30/2015 2:44:48 PM Eng_Streets | |
|--------------|------|--------------|---------|--|---|--|---------------------------------|
| | | | | cb_ConstructionComplaint.Construction | Apr 28 2015 5:44PM) Another citizen Anonymous | Operations | Agent Updated Case Details: |
| | | | | If Other, provide details: | emailed in about this: Outside the Royal | | Reallocated to queue: |
| | | | | Descr be the issue in detail: | Bank at 1025 West Georgia, there are 2- | | Eng_Streets Operations |
| | | | | Barricade left behind poss bly from Sun Run. It is in | 3 metal street barricades left behind | | |
| | | | | front of RBC Bank. | from the Sun Run. Parts are leaning up | | Hansen Service Case Created / |
| | | | | Type of construction work: | against the building almost impeding | | Updated: Hansen |
| | | | | Sidewa k | sidewalk traffic; some parts are leaning | | ServiceRequest Number : |
| | | | | If Other, provide details: | up against the pole by the bus stop at | | 808510 created / updated at |
| | | | | (Was Road Ahead and Minor Construction Crew List | the curb. | | Monday, April 27, 2015 11:46:16 |
| | | | | checked?) | | | AM |
| | | | | Yes | | | Hansen Service Request has |
| | | | | (Provide any relevant information found on Road | | | been reviewed: Case reviewed |
| | | | | Ahead and/or Minor Construction Crew List): | | | on 27/04/2015 12:02:00 PM. |
| | | | | n/a | | | Hansen Change in Comments: |
| | | | | (Don't ask just record - Did caller indicate they want a | | | Comments: Apr 27/15 - |
| | | | | call back?) | | | Referred to Crew 505 Added |
| | | | | No | | | on 27/04/2015 12:02:54 PM. |
| | | | | | | | Hansen Service Request |
| | | | | | | | Assigned: Case was assigned |
| | | | | | | | on 27/04/2015 12:02:00 PM. |
| | | | | | | | Agent Updated Case Details: |
| | | | | | | | Description updated to: . |
| | | | | | | | Hansen Service Case Created / |
| | | | | | | | Updated: Hansen |
| | | | | | | | ServiceRequest Number : |
| | | | | | | | 808510 created / updated at |
| | | | | | | | Tuesday, April 28, 2015 5:45:21 |
| | | | | | | | PM |
| | | | | | | | Service Provided: 10 - Service |
| | | | | | | | Provided. Apr 28/15 - Crew 505 |
| | | | | | | | picked up 1 barricade |
| | | | | | | | Resolved on 28/04/2015 |
| | | | | | | | 12:00:00 AM. |
| | | | | | | | Agent Finished: Case Closed. |
| | | | | | | | Closed date : 2015-04-30 |
| 1 | | | | | | | 14:44:47.88 |



Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, February 22, 2018 9:46:57 AM

Case Creation Date: From 1/1/2012 To 1/17/2018

Case Status: Both

| 101009459840 | 1025 | W GEORGIA ST | V6E 3N9 | app version: 2.31 | Provide details: | PS#: 2572896 Click images below to | No Name No Name | 1 4/26/2017 3:33:00 PM | 4/26/2017 3:49:43 PM VanConnect | Agent Created Case: |
|--------------|------|--------------|---------|-----------------------|---|--|-----------------|------------------------|---------------------------------|-------------------------------|
| | 1020 | | | orginal address: 1025 | We want to. E a green city but our bike racks are | expand | (ne) | 1,20,2011 0.00.001 111 | | Public Stuff request id: |
| | | | | - | not increasing except for Modi? | href='https://d17aqltn7cihbm.cloudfront. | (00) | | | PSID2572896 |
| | | | | W Ocorgia ot | | net/uploads/large_bce9f51999b3b6351c | | | | Agent Took Ownership of Case: |
| | | | | | | 8b0d1d9eea0512'> <img< td=""><td></td><td></td><td></td><td>Agent Finished: Case Closed.</td></img<> | | | | Agent Finished: Case Closed. |
| | | | | | | Ŭ | | | | |
| | | | | | | src='https://d17aqltn7cihbm.cloudfront.n | | | | Closed date : 2017-04-26 |
| | | | | | | et/uploads/large_bce9f51999b3b6351c8 | | | | 15:47:27.07 |
| | | | | | | b0d1d9eea0512' alt='imageurl' | | | | Directed to Another City |
| | | | | | | width='300' height='300'>Click | | | | Department |
| | | | | | | images below to expand | | | | |
| | | | | | | href='http://maps.googleapis.com/maps/ | | | | Case Reopened: Reopened for |
| | | | | | | api/staticmap?markers=49.284641%2C- | | | | Public Stuff Feedback |
| | | | | | | 123.12133&size=600x300&key=AlzaSy | | | | Agent Finished: Case Closed. |
| | | | | | | DfghN3B7_h2dKLxBu58vZzVd5yVPcya | | | | Closed date : 2017-04-26 |
| | | | | | | zU'> <img< td=""><td></td><td></td><td></td><td>15:49:43.39</td></img<> | | | | 15:49:43.39 |
| | | | | | | src='http://maps.googleapis.com/maps/a | | | | Open311 Feedback |
| | | | | | | pi/staticmap?markers=49.284641%2C- | | | | Send Complete Status and |
| | | | | | | 123.12133&size=600x300' alt='mapurl' | | | | Resolution Comment to PS |
| | | | | | | width='300' height='300'> | | | | case |
| | | | | | | s.15(1)(l) | 1 1 | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |

| Eform Request Type: | Citizen | Feedback Case | | | | | | | |
|---------------------|---------|---------------|-------|-----|---|--------------------------|------------------------|-------------------------------|---|
| 101009459925 10 |)25 | W GEORGIA ST | V6E S | 3N9 | Descr be details (who, what, where, when, why): Via VanConnect PSID2572896 "We want to. E a green city but our b ke racks are not increasing except for Modi?" https://d17aqltn7cihbm.cloudfront.net/uploads/bce9f51 999b3b6351c8b0d1d9eea0512 Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: City Department Department: Engineering Services Division or Branch Name: Active Transportation | No Name (ps), No Name | 1 4/26/2017 3:45:00 PM | 4/26/2017 7:19:03 PM Feedback | Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-04-26 19:19:03.313 Directed to Another City Department Directed to Active Transportation for their review. SC. |

Eform Request Type: Street - Surface Water Flooding



SIDEWALK HAZARD INSPECTION PROGRAM

Inspection Manual and Procedures

Engineering Services City of Vancouver

Revision: 1.2 Date: January 15, 2016

Revision History

| Rev. | Date | Comments |
|------|------------|---|
| 0 | 2012-11-28 | Draft issued for review |
| 1.0 | 2013-12-24 | Issued for 2013-2014 Sidewalk Inspection Program |
| 1.1 | 2014-12-19 | Issued for 2014-2015 Sidewalk Inspection Program; revised associated sidewalks diagram, revised Landscape Encroachment program procedures |
| 1.2 | 2016-01-15 | Issued for 2015-2016 Sidewalk Inspection Program; revised Sidewalk Obstacle description |
| | | |
| | | |
| | | |

DEFINITIONS

Annual Inspection: A scheduled inspection program that is carried out approximately once a year. Some variance may occur due to availability of resources and other factors.

Boulevard: The area between a roadway's shoulder or curb & gutter and the adjacent property line that is not a sidewalk or pathway, and on a street where traffic is separated by means of a median, and includes the median. This area may be landscaped with grass, trees, plantings, other installed features and/or private encroachments (e.g. connector walks, wooden curbs, landscaping, etc.) and there may be an inherent variability of the surface.

Crosswalk: The area where a pedestrian has the right of way when crossing a roadway that is either a marked pedestrian crossing or an area within an intersection that is the portion of a roadway between the extension of the lateral edge of the roadway and the adjacent lateral property line but does not include lane intersections.

Curbs: A permanent curb or curb & gutter, usually constructed from concrete, asphalt, or stone, that is installed at the edge of a roadway to separate a roadway pavement from a boulevard and/or sidewalk.

Day: a 24 hour period.

Hazard: A defect that exceeds the tolerance specified for an asset.

Inspector: A person who has been assigned by the City to undertake the inspection of an asset in accordance with this inspection program.

Lane: A street less than 10.06 metres in width that is usually located at the rear of a property.

Pathway: A pedestrian or shared pedestrian path (a path that is intended for use by pedestrians and other non-motorized traffic), which is neither a roadway nor a sidewalk, which has been improved by the City with a permanent hard surface (such as concrete, asphalt, or pavers).

Paved Surface: A surface constructed with a layer or layers of asphalt, concrete, or pavers.

Roadway: The portion of a street improved, designed, or intended for vehicular use and located between curbs and/or shoulders.

Sidewalk: The portion of a street, improved for the use of pedestrians, between the curb lines or lateral lines of a roadway and the adjacent property lines. A sidewalk is improved with a permanent hard surface (such as concrete, asphalt, or pavers) that is intended for the primary use of pedestrians, including the main sidewalk surface, accessibility curb ramps, bus stop landings, and portions of a sidewalk that cross a lane entrance

Shoulder: The portion of a street between the roadway paved surface and the boulevard, usually without a permanent paved surface and where a curb has not been installed, that provides lateral support to the roadway and may accommodate stopped vehicles.

Street: A public road, highway, bridge, viaduct, lane and sidewalk, and any other way normally open to the use of the public, but does not include a private right-of-way on private property.

Trail: A granular or bark mulch sidewalk or pathway installed by the City that is intended for use by pedestrians and/or non-motorized traffic. A trail does not have a permanent paved surface and therefore there is an inherent variability of the surface.

Tree Base: The area around the trunk of a tree that is located within a sidewalk. The area may have a natural surface or may have a manufactured cover installed surrounding the tree.

Tree Grate: A manufactured cover, typically constructed from metal or concrete, that is installed around a tree to protect the tree base. Also may be referred to as a tree surround or a concrete surround.

TABLE OF CONTENTS

| 1.0 | | 1 |
|-------|--------------------------------|----|
| 2.0 | SCOPE | 1 |
| 3.0 | INSPECTION PROCEDURES | 2 |
| 4.0 | INSPECTION DEFECTS | 4 |
| 5.0 | COORDINATED ACTIVITIES | 10 |
| APPEN | NDIX A: ASSET ASSOCIATIONS | 11 |
| APPEN | NDIX B: HANSEN INSPECTION FORM | 12 |
| APPEN | NDIX C: COORDINATED ACTIVITIES | 14 |

1.0 INTRODUCTION

The City of Vancouver has over 4200 kilometers of streets, lanes, sidewalks, and pathways throughout the City. These assets vary in age, construction and condition. Over time, defects may develop that could pose a hazard to pedestrians or road users.

The City has established a Street and Sidewalk Hazard Inspection Policy that specifies the requirements for assets to be inspected, the definitions of defects that are considered to be hazardous, and the requirements for responding to identified hazards so that a reasonable level of service is provided to the public.

The Sidewalk Hazard Inspection Program has been developed by Engineering Services to implement an "annual inspection" program in accordance with the Street and Sidewalk Hazard Inspection Policy for assets that are the maintenance responsibility of Engineering Services.

Inspections are carried out by inspectors assigned to the inspection program by Engineering Services. Inspections are scheduled based on the availability of resources for inspection services and resources of maintenance staff to undertake identified repairs.

2.0 SCOPE

The following assets are inspected as part of this scheduled "annual inspection" program. The exact timing of the inspection for an individual asset may vary from year to year within the inspection program:

- Sidewalks and Pathways
- Crosswalks
- Curbs directly abutting Sidewalks and Crosswalks

Only assets in the above categories that are the maintenance responsibility of Engineering Services are inspected as part of this program. City facilities, Parks, and right of ways on private property maintained by others are not inspected.

Steps and walkways at the following locations are inspected by others and are not inspected as part of this program:

- South end Burrard Bridge, one set each side
- North end Bayswater St to the beach
- North end Balaclava St to the beach
- North end Waterloo St to the beach
- Dunbar St/Cameron St walkway to the beach
- Northeast corner Trimble St/W 4th Av to Locarno
- West end W 3rd Av to Trimble St
- West end W 3rd Av to lane west of Trimble and lane south of W 4th Av
- South end Sasamat St to W 3rd Ave.
- 300 metres west of Blanca St, Belmont Av to NW Marine Dr
- Lane south of W 11th Av, Crown St to west
- Lane south of W 11th Av, Crown St to east

- Wallace St, lane south of W 10th Av, to W 10th Av
- West side Dunbar St to W 13th Av
- Northeast corner Dunbar St & W 14th Av to northeast
- West side of Blenheim St to 19th Av
- North of W King Edward Av, Puget Dr to lane west of Puget Dr
- Southwest corner W King Edward Av and Puget Dr to Quesnel Dr
- South side W 29th Av and Puget Dr
- South side Puget Dr to lane south of Puget Dr at Trafalgar St
- Trafalgar St, Puget Dr to lane south McBain Av
- W 29th Av, Maple Cr to lane east of Magnolia St
- Science Centre at the west side of Quebec St & Terminal Av
- False Creek (north side and south side)
- Coal Harbour (south side of Burrard Inlet)
- Laurel Street pedestrian bridge

3.0 INSPECTION PROCEDURES

Inspections are undertaken based on visual checks of the surface exposed at the time of inspection to identify hazards. When a hazard is identified in accordance with the policy, the inspection result will be recorded by the inspector and forwarded to maintenance staff so that a repair will be scheduled. The hazard shall be repaired within the timeframe specified for that asset. An asset is considered to be repaired when a repair has been undertaken so that the defect no longer meets the condition that defines the defect as a hazard.

In most cases, it will be appropriate for inspectors to walk each sidewalk once to identify defects on the inspected sidewalk and any inspected curbs directly abutting that sidewalk and/or associated crosswalks. On wide and heavily walked sidewalks (such as sidewalks in commercial areas or sidewalks adjacent to institutional properties) more than one pass may be appropriate. If leaves, snow, or other debris covers an asset that is to be inspected, such that an inspection of the surface condition is not reasonable, the inspection should be postponed until the surface can be observed.

Although the inspection of the surface exposed at the time of inspection is visual, inspectors will take a measurement of the identified hazards when there may be doubt to whether a hazard exceeds the tolerance specified for that defect. Inspectors will always carry a ruler for measurement during inspection.

In any circumstance when traffic may put the inspector in danger, the inspector must not walk into a roadway and/or traffic and must maintain their safety.

Inspections shall be recorded by the inspector and entered into the department's work management system, Hansen. The Hansen system will maintain the inspection records and will be used to track repairs associated with the inspection. Typically, inspectors will enter inspection records directly into the Hansen system through portable computing devices.

Inspection forms will be created for sidewalk and pathway assets in the Hansen system. Some of these assets will not be subject to inspection under the Street and Sidewalk Hazard Inspection Policy.

If an asset is subject to inspection, the inspector will undertake the required inspections on the asset and any associated assets, complete the inspection form, and close the inspection form once the inspection is completed.

If an asset is not subject to inspection but there are associated assets that are subject to inspection (such as crosswalks), the inspector will undertake the required inspections on the associated assets, complete the inspection form, and close the inspection form once the inspection is completed.

If an asset is not subject to inspection and there are no associated assets that are subject to inspection, the inspector will not undertake an inspection and will complete and close the inspection form.

When a sidewalk or an associated street asset (curbs and/or crosswalks) is inspected, an inspection record will be completed for the sidewalk asset. Defects found on the sidewalk will be recorded on the sidewalk inspection form and associated to the sidewalk asset. Defects found on an inspected street asset (curbs and/or crosswalks) will be recorded on the sidewalk inspection form and associated to the street asset.

When a pathway or associated pathway asset is inspected, defects found on the pathway or associated pathway asset will be recorded on the pathway inspection form and associated with the pathway asset.

The inspector will identify the type and location of an identified inspection defect on the inspection form. The inspection form allows for the recording of multiple defects on an asset. Identified inspection defects must be recorded on the form so that maintenance staff will be able to identify and locate defects that must be repaired. If there is more than one defect found at a specific location, the most predominant defect should be identified and recorded on the inspection form. When multiple defects are identified within a close proximity of each other, a single inspection defect may be entered into the inspection form to record the defects and to indicate the nature and location of the defects.

In the event that the Hansen system is not available, inspectors will manually record inspection results and enter the inspection records into the Hansen system as soon as practicable.

Typically the inspector will be able to report the defect location by using an approximate distance in meters from an adjacent reference location or landmark, such as a civic address, fire hydrant, pole, or lane entrance. In some limited cases it may be necessary for the inspector to provide further details to maintenance staff on the location of a defect, particularly in locations where it is difficult to describe the location of a defect in the inspection form. In these cases the inspector should contact the maintenance staff to ensure that the location of the defect is located for repair.

In the event that there is a discrepancy in the asset information in Hansen and the observed asset properties for an asset subject to inspection under this policy, the inspector will make note of the discrepancy in the data on the inspection record, will inform the asset owner of the discrepancy so that the asset information in Hansen can be updated, and will inspect the asset based on the observed asset properties.

During the undertaking of this sidewalk hazard inspection program the inspector may notice other defects or situations which they may feel may put the public in danger or that may need immediate attention. It is the expectation of the City that when staff identify an issue of concern, staff should report those issues to the City through the City's 3-1-1 system so that the appropriate maintenance or administrative group can respond.

4.0 INSPECTION DEFECTS

The Street and Sidewalk Hazard Inspection Policy defines hazards that will be identified as inspection defects by this inspection program. The following sections define how defects for sidewalks, pathways, crosswalks, and curbs directly abutting sidewalks and/or crosswalks shall be identified and recorded in the inspection program.

When an inspection defect could be recorded in a number of categories or against a number of assets, the defect should only be recorded once using the most appropriate inspection defect category. The inspection defect should be recorded against the asset that is the source of the defect (e.g. if there is a sharp vertical difference between a sidewalk and the top of a directly abutting curb, the defect should be recorded as a sidewalk trip when the sidewalk is out of elevation or as a curb trip when the curb is out of elevation).

4.1 Sidewalks and Pathways

A sidewalk is inspected when it is improved with a permanent hard surface (such as concrete, asphalt, or pavers) that is intended for the primary use of pedestrians. A sidewalk includes the main sidewalk surface, the utility strip, accessibility curb ramps, bus stop landings, and portions of a sidewalk that cross a lane entrance when these areas are also improved with a permanent hard surface.

A pathway is inspected when it is a pedestrian or shared pedestrian path (a path that is intended for use by pedestrians and other non-motorized traffic), which is neither a roadway nor a sidewalk, which has been improved by the City with a permanent hard surface (such as concrete, asphalt, or pavers).

Sidewalks and pathways without a permanent hard surface are not inspected.

Typically, the inspector should record any observed defects at the sidewalk corner against the adjacent east or west sidewalk asset. If there is no adjacent east or west sidewalk, defects at these locations may alternately be recorded under the adjacent north or south sidewalk asset.

When a sidewalk or pathway crosses a lane entrance, the surface of the lane entrance that connects the sidewalk across the lane entrance shall be inspected as part of the sidewalk or pathway inspection.

Adjacent to the sidewalk and/or pathways there are areas that are not inspected as part of this program. Areas such as boulevards (not improved with a permanent hard surface by the City), curbs (not directly abutting a sidewalk), lanes, roadways, shoulders, trails, tree bases (not improved with an installed tree grate nor surround), and private encroachments (such as boulevard landscaping, connector and entrance walks, and stepping stones installed by an adjacent property) are not inspected for hazards as part of this program.

| Inspection Defect - Description | Policy Hazard | Defect Description | Measure- ment |
|---------------------------------------|------------------|---|---|
| SWTrip - Sidewalk Trip | Trip | A sharp vertical difference in elevation between two adjacent sections of a sidewalk surface, at a crack, or between a sidewalk surface and an abutting curb that is intended to be level with the sidewalk (when the sidewalk is out of elevation). Items with an intended elevation difference, such as expansion joints of structures, are not defects. | More than 2.5 cm height |
| SWGap - Sidewalk Separation | Gap | An open separation between two adjacent sections of a sidewalk surface, across a crack, or between a sidewalk surface and an abutting curb (when the sidewalk surface has moved). The measurement of the width and the depth of the gap must both be exceeded to be a defect. Items with an intended gap, such as expansion joints of structures and catch | More than 2.5 cm width and depth |
| SWObstacle - Sidewalk Obstacle | Obstacles | basins, are not defects. Obstacles include broken sidewalk pieces and items set in the sidewalk, such as empty sign post sleeves, bolts, and other irregularities with a sharp vertical difference in elevation from the sidewalk surface. Items with an intended elevation difference, such as expansion joints of structures, pole bases, steps and curbs, are not defects. | More than 2.5 cm projection |

| Inspection Defect - | Policy Hazard | Defect Description | Measure- ment |
|--|------------------|---|-------------------------------|
| Description SWTreeBase - Sidewalk Tree Base | Tree Base | A defect in a tree base occurs when there is a sharp vertical difference in elevation between two adjacent sections of an installed tree grate or between an installed tree grate and a sidewalk surface (when the tree grate is out of elevation). | More than 2.5 cm height |
| | | Constructed gaps and openings within the surface of the tree grate and the opening between the base of the tree and the tree grate are not defects. | |
| | | When a tree grate is not installed and there is an area surrounding a tree composed of soil, granular material, plantings, and/or roots which may be uneven, these conditions are not defects. | |
| XLTrip - Lane Crossing Trip | Trip | A sharp vertical difference in elevation within the lane crossing surface, at a crack, between a lane crossing surface and an abutting gutter of a curb, due to the loss of surface material (e.g. pothole) or surface movement. | More than 2.5 cm height |
| | | Items with an intended elevation difference, such as expansion joints of structures, are not defects. | |
| XLDistort - Lane Crossing Distortion | Trip | A sharp vertical difference in elevation within the lane crossing surface or between a lane crossing surface and an abutting gutter of a curb, due to a distortion in the surface material. | More than 2.5 cm height |
| | | Items with an intended elevation difference, such as expansion joints of structures, are not defects. | |

| Inspection Defect - | Policy Hazard | Defect Description | Measure- ment |
|-------------------------------------|------------------|---|--|
| Description | | | |
| XLGap - Lane Crossing Gap | Gap | An open separation between two adjacent sections of a lane crossing surface, across a crack, or between a lane crossing surface and an abutting curb. The measurement of the width and the depth of the gap must both be exceeded to be a defect. | More than 2.5 cm width and depth |
| | | Items with an intended gap, such as expansion joints of structures and catch basins, are not defects. | |
| PWTrip - Pathway Trip | Trip | A sharp vertical difference in elevation between two adjacent sections of a pathway surface, at a crack, or between a pathway surface and an abutting curb that is intended to be level with the pathway (when the pathway is out of elevation). | More than 2.5 cm height |
| | | Items with an intended elevation difference, such as expansion joints of structures, are not defects. | |
| PWGap - Pathway Separation | Gap | An open separation between two adjacent sections of a pathway surface, across a crack, or between a pathway surface and an abutting curb (when the pathway surface has moved). The measurement of the width and the depth of the gap must both be exceeded to be a defect. | More than 2.5 cm width and depth |
| | | Items with an intended gap, such as expansion joints of structures and catch basins, are not defects. | |
| PWObstacle - Pathway Obstacle | Obstacles | Obstacles include broken pathway pieces and items set in the pathway, such as water meter boxes, junction boxes, manhole lids, empty sign post sleeves, bolts, and other irregularities with a sharp vertical difference in elevation from the pathway surface. | More than 2.5 cm projection/ depression |
| | | Items with an intended elevation difference, such as expansion joints of structures, pole bases, steps and curbs, are not defects. | |

| Inspection Defect - Description | Policy Hazard | Defect Description | Measure- ment |
|---------------------------------------|------------------|--|-------------------------------|
| PWTreeBase - Pathway Tree Base | Tree Base | A defect in a tree base occurs when there is a sharp vertical difference in elevation between two adjacent sections of an installed tree grate or between an installed tree grate and a pathway surface (when the tree grate is out of elevation). Constructed gaps and openings within the surface of the tree grate and the opening between the base of the tree and the tree grate are not defects. When a tree grate is not installed and there is an area surrounding a tree composed of soil, granular material, plantings, and/or roots which may be uneven, these conditions are not defects. | More than 2.5 cm height |

When a hazard condition is identified in a sidewalk or pathway through the inspection program it shall be repaired within seven (7) days, as time and resources allow.

4.2 Crosswalks

A crosswalk is inspected when there is an area on the roadway where a pedestrian has the right of way when crossing a roadway that is either a marked pedestrian crossing or an area within an intersection that is the portion of a roadway between the extension of the lateral edge of the roadway and the adjacent lateral property line but does not include lane intersections.

When a hazard condition is identified in a sidewalk, either through an "annual inspection" or through a review arising from a report of a potential defect, it shall be repaired within seven (7) days, as time and resources allow.

When a crosswalk is marked the area within the marked crossing, or crossing treatment, of the roadway will be inspected.

When a crosswalk is unmarked, the area of the roadway surface that would connect the sidewalks and/or curb ramps across the roadway where a pedestrian would be expected to cross will be inspected.

When a crosswalk extends through a median, and the median has been improved with a permanent surface (such as concrete, asphalt, or pavers) to continue the crosswalk through the median, that area of the crosswalk that extends through the median will be inspected as part of the crosswalk inspection.

There are a number of locations throughout the City at intersections where pedestrians do not have the right of way to cross a roadway. These locations may be indicated through signage and/or barriers (such as guard rails, islands/medians). At these locations a crosswalk does not exist.

When a hazard is identified, it will be reported on the inspection form of a sidewalk associated with the street segment that the crosswalk is located on. If there is more than one sidewalk associated with the street segment, the inspector will record the defect on only one of the associated sidewalk inspection forms.

| Inspection | Policy | Description | Measure- |
|--|-------------------|---|---|
| Defect | Hazard | | ment |
| XWPothole - Crosswalk Pothole | Crosswalk Trip | A sharp vertical difference in elevation within the crosswalk surface, at a crack, between a crosswalk surface and an abutting gutter of a curb, where there is a loss of surface material. | More than 2.5 cm height |
| | | Items with an intended elevation difference located within a crosswalk, such as curbs and expansion joints of structures, are not defects. | |
| XWDistort - Crosswalk Distortion | Crosswalk Trip | A sharp vertical difference in elevation within the crosswalk surface, at a crack, between a crosswalk surface and an abutting gutter of a curb, where there is a distortion in the surfaces. | More than 2.5 cm height |
| | | Items with an intended elevation difference located within a crosswalk, such as curbs and expansion joints of structures, are not defects. | |
| XWGap - Crosswalk Gap | Crosswalk Gap | An open separation between two adjacent sections of a crosswalk surface, across a crack, or between a crosswalk surface and an abutting gutter of a curb. The measurement of the width and the depth of the gap must both be exceeded to be a defect. | More than 2.5 cm width and depth |
| | | Items with an intended gap located within a crosswalk, such as expansion joints of structures and catch basins, are not defects. | |

When a hazard condition is identified in a crosswalk through the inspection program it shall be repaired within seven (7) days, as time and resources allow.

4.3 Curbs Directly Abutting Sidewalks, Pathways and Crosswalks

Curbs are not inspected for defects except when they are directly abutting an adjacent sidewalk (curb walk, utility strip, curb ramp, bus stop passenger landing or lane crossing), pathway, or crosswalk. The curb will be inspected where the surface of the curb is expected to match the elevation of the abutting sidewalk, pathway, or crosswalk.

Typically, the top of curb will be inspected when there is a directly abutting sidewalk or pathway. Typically, the gutter will be inspected only when a curb is within a crosswalk or lane crossing or when the gutter is directly abutting a pathway or sidewalk.

| Inspection Defect | Policy Hazard | Description | Measure- ment |
|-----------------------------------|----------------------|--|--|
| CBTrip - Curb Trip | Curb Trip | A sharp vertical difference in elevation between two adjacent curb sections or between the curb and a sidewalk, pathway, or crosswalk surface (where the curb has moved out of elevation). | More than 2.5 cm height |
| CBGap - Curb Gap | Curb Gap | An open gap between two adjacent sections of a curb, across a crack, or between a curb and a sidewalk, pathway, or crosswalk surface (where the curb has moved). The measurement of the width and the depth of the gap must both be exceeded. Items with an intended gap, such as expansion joints of structures and catch basins located within a curb are not defects. | More than 2.5 cm width and depth |
| CBDistort - Curb Distortion | Curb Irregularity | A sharp vertical difference in elevation within a curb or where a portion of the curb has been broken away. | More than 2.5 cm projection/ depression |

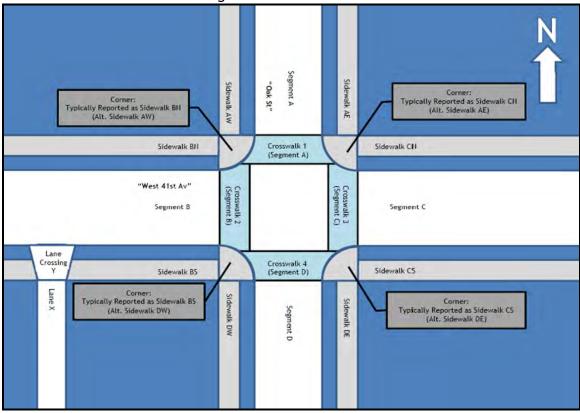
When a hazard condition is identified in a curb through the inspection program it shall be repaired within seven (7) days, as time and resources allow.

5.0 COORDINATED ACTIVITIES

Other inspection, enforcement, maintenance, and data collection activities may be undertaken by inspectors in conjunction with the Sidewalk Hazard Inspection Program and the associated data collection tools. These activities and data are not part of this inspection program, but are coordinated with the undertaking of the inspection program. Coordinated activities may differ from one inspection cycle to another.

APPENDIX A: ASSET ASSOCIATIONS

The following figure and descriptions identify how street and sidewalk assets are associated for the Sidewalk Hazard Inspection Program.



Street and Sidewalk Network Diagram

Asset and Location Associations:

| Asset/Location | Associated Asset | Notes |
|-----------------|--------------------|--|
| Sidewalk AW | Street - Segment A | Sidewalk on West Side of "Oak St" |
| Sidewalk AE | Street - Segment A | Sidewalk on East Side of "Oak St" |
| Sidewalk BN | Street - Segment B | Sidewalk on North Side of "West 41st" |
| Sidewalk BS | Street - Segment B | Sidewalk on South Side of "West 41st" |
| Sidewalk CN | Street - Segment C | Sidewalk on North Side of "West 41st" |
| Sidewalk CS | Street - Segment C | Sidewalk on South Side of "West 41st" |
| Sidewalk DW | Street - Segment D | Sidewalk on West Side of "Oak St" |
| Sidewalk DE | Street - Segment D | Sidewalk on East Side of "Oak St" |
| Crosswalk 1 | Street - Segment A | Crosswalk on Segment A of "Oak St" |
| Crosswalk 2 | Street - Segment B | Crosswalk on Segment B of "West 41st" |
| Crosswalk 3 | Street - Segment C | Crosswalk on Segment C of "West 41st" |
| Crosswalk 4 | Street - Segment D | Crosswalk on Segment D of "Oak St" |
| Lane Crossing Y | Sidewalk BS | Location of Lane Crossing Y where the |
| | | entrance to Lane X crosses Sidewalk BS |

APPENDIX B: HANSEN INSPECTION FORM

The following screen captures show the Hansen Inspection form used in the Sidewalk Hazard Inspection Program.

| Hazard | Inspection | Form - | Main | Page |
|--------|------------|--------|------|------|
|--------|------------|--------|------|------|

| C Inspection Info Viewer | - Microsoft Interr | net Explorer provided by | the City of Vancou | ver | | | |
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| | Index Type In No Information | idex . | | | | | |
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Hazard Inspection Form - Detail Page Sidewalk Hazards

| Inspection Info V | iewer - Mic | rosoft Internet Ex | cplorer provid | led by th | e City of Vanco | ouver | | | | | | |
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Hazard Inspection Form - Detail Page Segment (Pathway) Hazards

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APPENDIX C: COORDINATED ACTIVITIES

The following activities are currently undertaken in conjunction with the Sidewalk Hazard Inspection Program.

LANDSCAPING ENCROACHMENT INSPECTION

During the undertaking of the inspection program, inspectors will check for tree branches, shrubs and hedges encroaching into pedestrian areas. These landscape encroachments limit the availability for pedestrians to use the full width of the City's sidewalk. Landscaping is encroaching when the tree branches, shrubs or hedges extend into the sidewalk area and are less than 2.4 meters (8 feet) above the sidewalk surface. Landscape encroachments may come from private properties, boulevard encroachments, or City street trees.

When conditions are observed that do not meet the requirements of the attached "Landscape Encroachment Form", the inspector shall report the location and details of the landscape encroachment by calling the City's 3-1-1 service. These locations will then be reviewed by operations staff that will issue notifications to property owners or undertake maintenance actions as may be required.

LANDSCAPING ENCROACHMENT FORM

| Address: | | Date: | _ |
|----------|--|--------------------------|---|
| | | Inspector: | _ |
| Private: | Encroaching Hedge or Shrubs [] | Overhanging Branches [] | |
| | Details: | | _ |
| Park Boa | ard: Overhanging Branches [] | | |
| | Details: | | _ |
| | CITY OF VANCOUVER ENGINEERING SERVICES P. E. Judd. PEng., General Manager | | |

Date:

Address:

Dear Sir/Madam:

HEDGE OR BRANCHES OVERHANGING SIDEWALK/LANE

This notice concerns trees or shrubs under your care that are interfering with the use of the City sidewalk and/or lane.

As part of our street maintenance program, the City performs annual inspections of the road curbs and pavements, sidewalks, lanes and boulevards. The inspectors look for safety concerns such as sidewalk trips and deep potholes, and also record the general condition of City streets. During this inspection, and in response to complaints, we hand out this notice to owners and tenants of properties where branches or hedges overhang city sidewalks or lanes, interfering with pedestrians or vehicles.

Your property has such an encroachment and we would appreciate it if you would arrange to trim overhanging hedges or branches so that the full width of the sidewalk is available for pedestrians. All pedestrians, including seniors, people with visual impairments, people in wheelchairs or pushing strollers, or simply couples walking side-by-side, benefit from sidewalks that are clear of obstacles.

All foliage should be trimmed clear of the sidewalk, and overhanging branches should be no lower than 8 feet over the walkway. In the case of lane encroachments, these must be trimmed so as to allow vehicles, including garbage trucks, to move safely.

Please arrange to prune the growth by _____

If you do not trim this growth the City may carry out the work and bill the cost to you. If City crews do the work, they will not have the time to give your landscaping the best care, and they may damage the health and/or appearance of your hedge or shrubs. Therefore, if you wish to ensure that your trees receive the best care, please arrange to prune back the growth yourself.

If you have any questions, or would like to discuss this matter further, please contact the Streets Operations Branch at 604.871.6213 Your co-operation in this matter would be appreciated. The nature of your encroachment is indicated below.

| 1 | Forem | an/In | spector: | | | | |
|-----------------------------|-------|-------|----------|-----------|---|---|--|
| Encroaching Hedge or Shrub: | ſ | 1 | onto | Sidewalk: | ſ | 1 | |
| Overhanging Branches: | ſ | 1 | onto | Lane: | I | 1 | |
| See sketch on reverse | | | | | | | |

507 W. Broadway, Vancouver BC, V 5Z 0B4 2 311 or 604.873.7000 Email: Info@vancouver.ca

This notice contains important information which may affect you. Please ask someone to translate it for you.

此通告刊載有可能影響閣下的重要資料。請找人爲你翻譯。 ਇਸ ਨੋਟਿਸ ਵਿਚ ਮਹੱਤਵਪੂਰਨ ਜਾਣਕਾਰੀ ਹੈ ਜੋ ਕਿ ਤੁਹਾਡੇ ਲਈ ਜ਼ਰੂਰੀ ਹੋ ਸਕਦੀ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੇ ਨੂੰ ਇਸ ਦਾ ਉਲੱਥਾ ਕਰਨ ਲਈ ਆਖੋ।

Thông báo này có tin tức quan trong có thể ảnh hưởng đěn quỹ vị. Xin nhỏ người phiên dịch hộ.

Este aviso contiene informácion importante que puede afectarle personalmente. Pidale a alguien que se lo traduzca.

Ce document contient des renseignements importants qui pourraient vous concerner. Veuillez demander à quelqu'un de vous le traduire.

